

connecting housing, health and social care



Annual Review 2003

Welcome to another positive and inspiring annual review of the innovative work being undertaken by Care & Repair England.

As you will see from the following profiles, connecting housing, health and social care usefully sums up the

focus of much of our work over the past very successful year.

Putting older people at the centre of decision making about their future housing provision is crucial if

we are to create suitable housing for an ageing society. Encouraging engagement with older people to shape housing strategies and related services is a key part of our work. Our *Transforming Lives* programme has included innovative work with local authorities and older people's groups and we look forward to continuing this activity.

Being a catalyst for change and working in partnership with others are hallmarks of the way that Care & Repair England operates. Joint commissioning of the *Regeneration and Older People* study, a strategic partnership with Better Government for Older People and membership of a range of advisory bodies and consortia all lead to a greater impact on improved housing for older and disabled people.

We look forward to continuing to work with a spectrum of older people, policy makers, providers and academics to continue to achieve our aims and we thank everyone for their ongoing support for our work.

Peter Archer,
Chair of Care & Repair England



Strategic aims

Care & Repair will:

- Raise awareness of the scale and nature of the impact of poor and unsuitable housing on the health and well being of older and disabled people and influence change, particularly in the health sector.
- Develop and promote new and diverse services which help to address the needs of older and disabled people in poor housing.
- Encourage the participation of service users in the development and delivery of any of the services it may promote.
- Aim to increase the involvement of older and disabled people in policy setting and decision making.

Values

Care & Repair believes in the importance of:

- Working directly with people who are affected by poor or inadequate housing conditions to develop solutions to their housing problems.
- Enabling people to live independent lives in their own homes for as long as they wish.
- Addressing housing, health and social care issues in ways that improve people's whole quality of life.
- Actively encouraging effective participation of constituents in the activities, service delivery and decision making of Care & Repair.
- Actively promoting and implementing good equal opportunities and anti-discrimination practice in relation to age, disability, faith, race or sexual orientation.

Looking Forward

In addition to our ongoing advice, information and advocacy work we are planning further initiatives:

Should I Stay or Should I Go?

- further develop service provision which enables older people make informed choices about moving home

Transforming Lives Programme

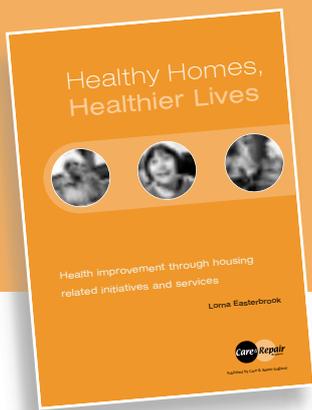
- promote and support local initiatives which enable older people's groups to take a central role in the creation of local older people's housing strategies and related services

Older People and Regeneration

- complete research and publish report in partnership with Age Concern England, Beth Johnson Foundation and Better Government for Older People

Healthy Homes Awareness

- increase the understanding of housing related issues amongst health and social care front line staff in order to promote health and well being of older and disabled people



Healthy Homes, Healthier Lives

The relationship between poor housing and ill health has been a major concern in social policy over many decades, with well documented evidence of the impact that poor housing has on both mental and physical health.

The majority of current housing disrepair and unfitness exists in the private sector stock with older and disabled people the most likely occupants of this poor housing. Care & Repair England continues to encourage greater recognition of the contribution that housing related services can have both on improving people's health and well being, and also tackling key issues on the health agenda.

Following on from the success of *On the Mend* (a report about hospital discharge services) Care & Repair England published *Healthy Homes, Healthier Lives*. This profiles a range of services (mostly being provided by home improvement agencies) which are addressing falls prevention, improved transfer of care, health inequalities and cold related illnesses.

Following the report's high profile launch at Westminster by Rabbi Julia Neuberger, Chief Executive of the Kings Fund, Care & Repair England has promoted these ideas through organising two national conferences, publishing a series of related articles, including abstracts for Birmingham University Health Services Management Centre and Pavilion's Housing, Care and Support Journal, and making presentations at six related conferences and seminars.

Rabbi Julia Neuberger, Chief Executive of the Kings Fund at the launch of *Healthy Homes, Healthier Lives*:

"Those responsible for housing and health need to work together to produce a step change in the well being of those people whose housing currently damages their health"



Tony McNulty, former Parliamentary Under Secretary at ODPM at the launch of *Healthy Homes, Healthier Lives*:

"Improving the quality of life for all older people remains a key task for Government"



"If you have any mobility problems, or you're a carer, or you're old, or on a low income or depressed, your home becomes more important, not less, because you're spending more of your time at home. When you are working, you're out all day - maybe staying out for the evening - and home is much more the place where you sleep, not where you spend most of your life."





Should I Stay or Should I Go?



“Should I stay or should I go?” describes the dilemma faced by many older people; whether to stay put in their current home or move on to alternative accommodation.

Care & Repair England's national *Should I Stay or Should I Go?* programme aims to increase older people's access to the impartial housing information and advice necessary to make a fully informed choice, and to any practical help needed to enable people to move home.

This year the national programme has:

- Helped with the fundraising for and development of six pilot housing options services across England
- Created a databank of models and resources to help those interested in developing a housing options service, including a comprehensive Toolkit
- Created a monitoring system in order to undertake comprehensive evaluation of the pilot programme, thereby providing an evidence base for future development
- Designed and presented a training module for RSL, local authority, social services and health sector staff on Housing Options for Older People
- Promoted the wider provision of housing advice and information for older people through a variety of means, including organising two national seminars, articles and presentations at related conferences
- Published 'Should I Stay or Should I Go?' – a detailed report about developing housing options services



Vera Bolter MBE, member of the DH/ODPM Housing and Older People Development Group:

“Much can be learned from listening to those on the receiving end of services. I hope that the ‘voices of experience’ in the *[Should I Stay or Should I Go?]*

report will help to demonstrate... that housing options services have an important role to play in achieving national aims of enabling people to stay in control of where and how they live as they grow older”



“For people who need... advice and support, the service is absolutely crucial. Otherwise people end up in care at too early a stage” (Social worker)



“I wouldn't have entertained the move without her help” (Person helped by the Bristol Care & Repair Move-On Service)

Transforming Lives



No matter what their age, people wish to have access to a decent home and some choice about where and how they live.

Older people, their action groups and forums can play a key role in planning better housing for an ageing society – housing which enables people to live independent and fulfilling lives as they get older.

To encourage this active engagement with older people, Care & Repair England has been developed the *Transforming Lives* project. This aims to enable older and disabled people to more effectively influence local housing provision and related services.

Care & Repair England has been developing replicable models and resource materials to assist older people to have a positive impact on local housing policies. It has published a detailed guide to organising an event at which the local housing authority listens to older people's views as a starting point for the local housing strategy, based on work in Newcastle upon Tyne.

This was followed by *Having Our Say: A Housing Action Kit for Older People*.

The Kit includes information about how housing is planned and funded, ideas for local action, housing facts and figures and where to find out further details.

It aims to enable groups to take up this issue with their local council, few of which have an older people's housing strategy.



“There is much more that older people can achieve at a national, local and in future, a regional level.”

David Gardiner, Chair of Lambeth Pensioners Forum, member of BGOP and HOPDev.

“By 2031 a quarter of Britain's population will be over 65. Planning housing for an ageing population needs to start now. And a good starting point for local strategies is to work with older people themselves.”



Raising the Profile



Care & Repair England aims to raise the profile of the problems of inadequately housed older and disabled people. It aims to inform and influence the development and implementation of central and local government housing and related policy and practice and also assist those who provide services to older and disabled people.

Some of this years activities:

- Published quarterly *News and Policy Update*, issued briefings on key policy issues and maintained information section of Care & Repair England website.
- Promoted and distributed *In Good Repair*, a self-help guide to repairs and adaptations for older and disabled people.
- Developed and serviced a four way partnership with Age Concern England, Better Government for Older People and the Beth Johnson Foundation to commission research into *Older People and Regeneration*.
- Issued responses to consultation papers and policy documents particularly with regard to private sector housing renewal, the need for the Governments' decent homes standard/ target to be applied to private sector housing and health/ housing related issues. Provided



profiles and materials for inclusion in national guidance and good practice guides eg. Health Development Agency's Tackling Health Inequalities Compendium.

- Taken an active role in a range of policy initiatives, consortia and committees, including strategic alliance with Better Government for Older People, membership of the Counsel and Care Housing Decisions in Old Age advisory committee, the Housing Corporation's Housing for Older People Practitioners Group, Equal Partnership and Learning Information Network on Housing. Worked in partnership on housing issues with a spectrum of organisations including Help the Aged, Age Concern England and National Housing Federation, making contributions to their conferences, publications and policy debates.
- Further promoted *Fresh Thinking and New Ideas*, Care & Repair England's summary paper on the importance of planning housing for an ageing society.

Management Committee

PETER ARCHER (CHAIR)

Peter is a founder member of Care & Repair England and its Chair for the last 6 years. Director of consultancy, Regeneration and Housing Services and now also undertakes housing inspections for the Audit Commission. A Council Member and Trustee of the Chartered Institute of Environmental Health and the Chairman of St Peter's Housing Association in Birmingham. Major part of career spent working in regeneration in Birmingham and Bristol.

LAURENCE SHURMAN – VICE CHAIR

Laurence is a retired solicitor; formerly the Banking Ombudsman; director of the Accountancy Investigation and Discipline Board; trustee of AgeCare; school governor.

ANNE GLEESON – COMMITTEE SECRETARY

Anne has been involved in the home improvement agency movement since 1984, initially with Anchor Trust then as Director of Bristol Care & Repair (1992–2000). Followed by work with South Gloucestershire joint Health & Social Services planning team before becoming the Director of the Gaia Centre.

MARIA BRENTON

Maria Brenton has worked in the university sector and the NHS. She was chair of Bristol Care and Repair for a number of years. She has a professional and personal interest in old age and works as a consultant on Co-Housing Communities of older people. She has also had some involvement in the development of extra-care housing for older people.

DR IAN P DONALD

Ian is a consultant physician for older people, and has worked at Gloucester Royal Hospital since 1988. He is enthusiastic about community care for older people, and care at the interface of primary and secondary care. Ian's research has been in the epidemiology of disability in older people, falling and intermediate care.

DAVID GARDINER

David is Chair of Lambeth Pensioners Forum, represents London Region on the Better Government for Older People UK Advisory Group, and a member of the BGOP Management Board and several housing/health/care advisory bodies including ODPM/DH, Housing Corporation, Joseph Rowntree, Audit Commission. In the 1990s he was a member of the TPAS Management Committee, DoE/York University study into LA/HA housing management and a community director of Brixton Challenge.

LESLIE GREEN – COMMITTEE TREASURER

Leslie is a retired Chartered Accountant. He is Treasurer of Star Housing Association and of a range of other charities and local voluntary sector organisations, including TLC Care Services.

TOM HOYES

Tom is the Vice President of the National Council on Ageing/Age Concern England; Board member of Abbeyfield Medway Valley Society; involved with Anchor Trust and adviser to HOPE (Housing of Older People in Europe) Network; member – Centre for Policy on Ageing; 'Experts Panel' European Commission, Directorate of Social Affairs and Employment.

KATHIE MARTIN

Kathie has been the Agency Manager for Orbit Care & Repair since 1988, specialising in helping older and disabled homeowners to improve and adapt and maintain their homes. She was trustee and chair of Coventry Age Concern from 1999 to 2003 and has many years experience working with older people.

ANGELA NICHOLLS

Angela has over 25 years experience in social services departments in a variety of roles from social worker to senior manager. Since January 1998 Angela has worked as an independent consultant and researcher on a number of projects in the West Midlands, mainly concerned with services for older people.

ELIZABETH PHILLIPS

Elizabeth has been Director of Age Concern Warwickshire for 12 years, developing and managing a wide range of services across the county, including Warwick District Care & Repair, which Elizabeth set up in 1995. Previously worked for a national housing association establishing and managing Care & Repair agencies across the country.

DANIEL PEARSON

Daniel is the Programme Development Manager at Help the Aged, responsible for Homelessness, Housing Advice, Intermediate Care & Minority Ethnic programmes. Prior to this was involved in the Citizens Advice Bureau movement and worked for Age Concern Lancashire. Has been responsible for developing Care & Repair services; the author of a report on Housing Conditions of Older People in Rural Areas.

Equal opportunities

STATEMENT OF INTENT

Care & Repair England believes that equal opportunities is important in order to enhance people's choice and dignity and enabling them to live a more fulfilling life.

Care & Repair England recognises that people are discriminated against on the basis of colour, class, creed, ethnic or national origin, sex, age, disability, physical appearance or sexuality. The organisation is committed to counteracting such discrimination.

Care and Repair England is committed to the active promotion of equality of opportunity in every aspect of its operations. This includes provision and development of policies, services, employment and management practices.

Acknowledgements

Care & Repair England wishes to thank all of those who have supported its work over the past year and would like to specifically acknowledge the contributions made by the following organisations:

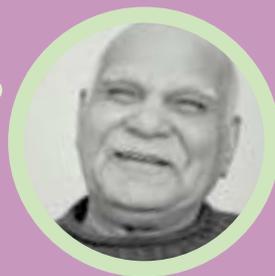
- Anchor Trust
- Age Concern England
- The Baring Foundation
- The Beatrice Laing Trust
- The Beth Johnson Foundation
- Better Government for Older People
- The Countryside Agency
- hact
- The Housing Corporation
- The Mrs F B Laurence Charitable Trust
- Lloyds TSB Foundation for England and Wales
- The Morgan Crucible Company plc
- Office of the Deputy Prime Minister
- The Rank Foundation
- Securicor plc
- Taylor Woodrow Charity Trust
- The Tudor Trust

Patron

Care & Repair England is very grateful to its patron, Baroness Greengross OBE. The ongoing help and support of the Baroness for the work of Care & Repair England is greatly appreciated by all of the Trustees and staff.



“You’re so vulnerable if you’re on a low income and you own a house and anything goes wrong. Where do you go to raise the money, how do you cope?” Mrs M, 82yrs



About Care & Repair England

Care & Repair England is a national charity established in 1986 to improve the housing and living conditions of older and disabled people.

Our aim is to innovate, develop, promote and support housing policies and initiatives which enable older and disabled people to live independently in their homes for as long as they wish.

For further information contact:

Care & Repair England,
Third Floor, Bridgford House,
Pavilion Road, West Bridgford,
Nottingham, NG2 5GJ

Tel: 0115 982 1527 **Fax:** 0115 982 1529

e-mail: info@careandrepair-england.org.uk

website: www.careandrepair-england.org.uk

Care & Repair England is an Industrial and Provident Society with Charitable Status Reg no 25121

Patron: Baroness Greengross OBE

Design and Production: The Design Box, Leeds.

Photography: Richard Moran & Marc Doman.

September 2003