

Annual
Review
2004



A Catalyst for Change



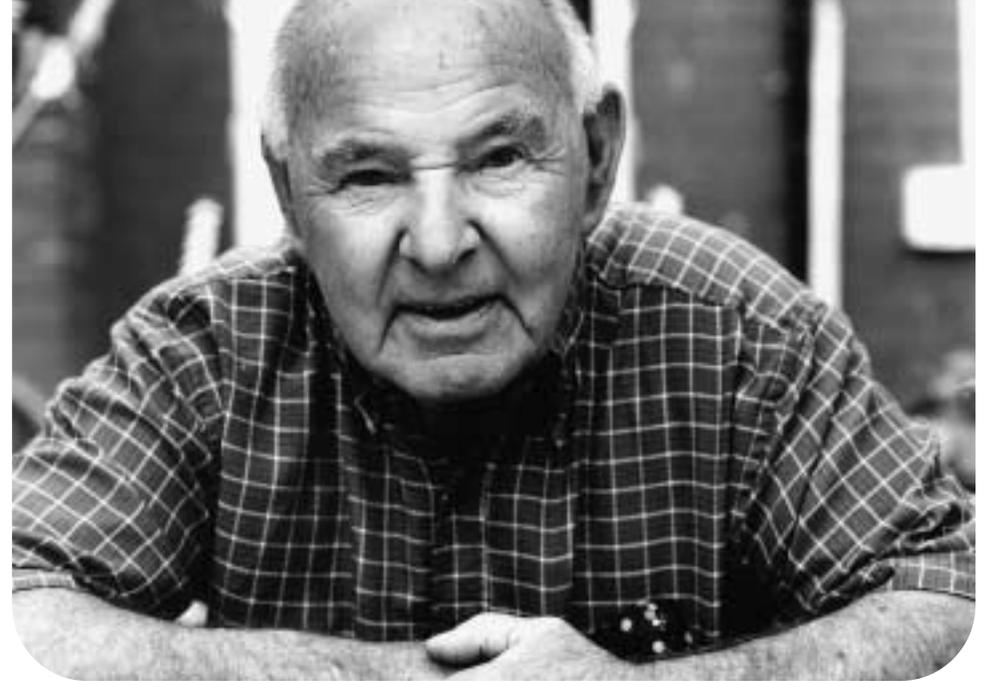
Being a “*catalyst for change*” in order to improve the lives of older and disabled people is part of the *raison d’être* of Care & Repair England.

This review of work, undertaken between September 2003 and August 2004, looks at how we have endeavoured to bring about improvements in people’s homes, lives and future prospects.

Working with others, particularly with older people themselves, is central to Care & Repair England’s activities. This aspect of our work will continue to grow and strengthen as we pursue our planned and ongoing projects - *Healthy Homes Awareness* - training for health and social care front line staff, *Shaping all our Futures* - work with older people’s groups to improve housing provision and advice, and *Small Things Matter* - improving the provision of small repairs and adaptations.

May I once again extend our heartfelt thanks to everyone who has worked and supported us both practically and financially over another highly productive year.

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.*

Changing Homes

Whilst 'Staying Put' is the preferred option of the majority of older people, moving to a more suitable home can be a better housing option for a growing minority.

Moving home can be stressful and difficult whatever your age, even more so if you live alone, have a health problem or are recently bereaved.

Care & Repair England's national *Should I Stay or Should I Go?* programme has increased older people's access to practical help in moving home as well as to impartial, independent advice and information about housing options.

The programme has:

- *provided help and support to eight pilot monitored local Housing Options services*
- *developed a Toolkit and Information Bank. We have helped 109 organisations by providing information and advice about Housing Options services*
- *expanded knowledge about and provision of housing advice for older people by training and presentations to 335 advisers and non-specialists*

- *promoted better access to housing options advice for older people through conferences, articles and via partnership effort to create a national housing advice consortium*



"We thought that we'd got to start thinking about the future. We may not always be able to look after the house, so we felt it was time to move"

(Comment from Service User)

- *increased knowledge and understanding about housing choices in older age through work with Sheffield Hallam University to monitor and evaluate local pilot services. Also produced reports on rural issues and movement across tenure amongst older people.*



Changing Lives

Working with, and not just for, older people is central to the approach of Care & Repair England. Some of the ways that this principle has been translated into action over the past year include:

IN GOOD REPAIR



"If I have the right information, I can do more for myself"

Our self help guide to repairs and adaptations was re-written in partnership with the readers group of the Elders Council of Newcastle upon Tyne. A local guide *"Staying in your Home"* was also produced by the group and is available from Care & Repair England as a blueprint for other local organisations to adapt for their area.

"independence is about having choices - why can't more people have a say"

MERTON HOUSING ACTION GROUP

Care & Repair England has worked with the Merton Association of Pensioners to form a Housing Action Group. This group is now developing its own housing information package and working with the Borough Council to shape the older people's housing strategy.



LISTENING EVENTS



"If they (local councils) listen to us, they are more likely to get housing right in the future"

Quote from Listening Event participant

The starting point for the Newcastle City Council's housing for older people strategy was a "Listening Event" at which older people set the founding principles. Based on this experience, we worked with Teignbridge Care & Repair and the District Council to set up three similar successful events. Their outcomes are being used as the starting point for the local strategy.



HOMING IN ON HOUSING*

Older People played a key role as active participants in this research into housing choices in older age. As a way of highlighting the messages of the report amongst policy makers and saying thank you to the older people involved, Care & Repair England organised a profile raising event at the House of Lords attended by older people, MPs, dignitaries and leading policy makers.

**Commissioned and undertaken by Counsel and Care and Lancaster University.*



REGIONAL AGENDA

As decisions about housing are increasingly made by the Regions, Care & Repair England is keen to ensure that *"housing for an ageing society"* is firmly on their agenda. Further promotion and distribution of 1,500 copies of *'Having Our Say'*, our housing self help kit for older people's groups, was undertaken, including circulation to regional bodies. We submitted comments on draft regional housing strategies and addressed a North East Regional conference on this issue.



"We know a lot about housing and older people, less about what home means to people's lives"

*Eric Midwinter,
Chairman, Centre
for Policy on Ageing*



Changing the future

Promoting the importance of planning for the housing and related help that will meet the needs of an ageing population is a key part of the work of Care & Repair England. Activities include:

REGENERATION AND OLDER PEOPLE

"Now you see me, now you don't: How are older citizens being included in regeneration?" was published. This joint project with Better Government for Older People, Age Concern England and the Beth Johnson Foundation looked at how older people benefit from and are involved in regeneration - or not as the case was sometimes found to be.

"A positive and encouraging report. It is good to note the progress being made'."

Richard McCarthy,
Director General,
Sustainable
Communities, ODPM



HEALTHY HOMES INITIATIVE

Work started this year on the production of the resource materials and *Tool kit* that will be used in the national training programme targeted at front line health and social care workers. This aims to raise awareness of the impact of poor housing on health, of possible remedial action, and to increase the referral of poorly housed older people to services such as Care & Repair.

INFLUENCING POLICY AND PRACTICE

Each year Care & Repair England addresses an increasing number of national conferences in the housing, care and support sectors and takes an active role on many policy bodies and consortia including:

- *National Government's Housing and Older People Development Group and its Disabled Facilities Grants/Adaptations Review Group*
- *Housing Corporation/Countryside Agency research advisory group looking into rural housing needs of older people*



- *College of Occupational Therapists project on improved delivery of small aids and adaptations*

The Care & Repair England Quarterly News and Policy Update is now used by over 1000 people and organisations. We also produce **bulletins and briefings** on special topics and regularly comment on national policy documents and proposals. For example, our submission to the Parliamentary Select Committee on the Decent Homes Standard highlighted the importance of incorporating accessibility standards into major programmes of repair and improvement. An amendment to the guidance has been included to this effect.

Management Committee

PETER ARCHER (CHAIR)

Peter is a founder member of Care & Repair England and its Chair for the last 7 years. Director of consultancy, Regeneration and Housing Services and Affiliate Housing Inspector at 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

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

ANNE GLEESON

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 around issues of disability and carers, now currently as a consultant in housing, older people and disability.

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 represents London Region on the Better Government for Older People UK Advisory Group, and is a member of the BGOP Management Board and several housing/health/care advisory bodies including ODPM/DoH, Housing Corporation, Joseph Rowntree, Audit Commission, CHI and hact. 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

Leslie is a retired Chartered Accountant. He is Treasurer and/or Trustee of a range of charities in the housing and social care sectors.

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 Home Improvement Manager for Orbit Care & Repair Coventry since 1988. She has developed projects working with a range of voluntary organisations for older people. She has been a trustee and chair of Coventry Age Concern, and represented the HIA sector on the review of Home Improvement Agencies with the ODPM.

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 equality of opportunity 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:

Age Concern England, Anchor Trust, The Beatrice Laing Trust, The Beth Johnson Foundation, Better Government for Older People, The Charles and Elsie Sykes Trust, The Countryside Agency, Department of Health Change Agent Team, Department of Health, Elderly Accommodation Counsel, Help the Aged, Sir John Eastwood Foundation, hact, The Housing Corporation, Masterfoods, The John Lewis Partnership, Legal & General Group, Lloyds TSB Foundation for England and Wales, The Morgan Crucible Company Plc, Office of the Deputy Prime Minister, The Rank Foundation, Rushcliffe Homes, The Tudor Trust

Patron

Care & Repair England would like to thank its patron, Baroness Greengross OBE, for her ongoing support for the work of Care & Repair England. This is greatly valued and appreciated by all of the Trustees and staff.



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.

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"If you're not happy where you are living, all the other things tend to be harder"

Mr B, talking about the importance of housing choice.

"What's important is not just giving you a piece of paper, but having somebody you can talk to or phone up - somebody that's there for you"

Mrs A, talking about the help she gets from a Housing Options service.