

# Looking Back, Looking Forward:

20 years of Care & Repair England

1986-2006





**Looking Back, Looking Forward highlights 20 years of Care & Repair England's efforts to improve the housing and living conditions of older and disabled people.**

Working with older people, championing change in housing, health and social care provision, and pioneering new services to meet

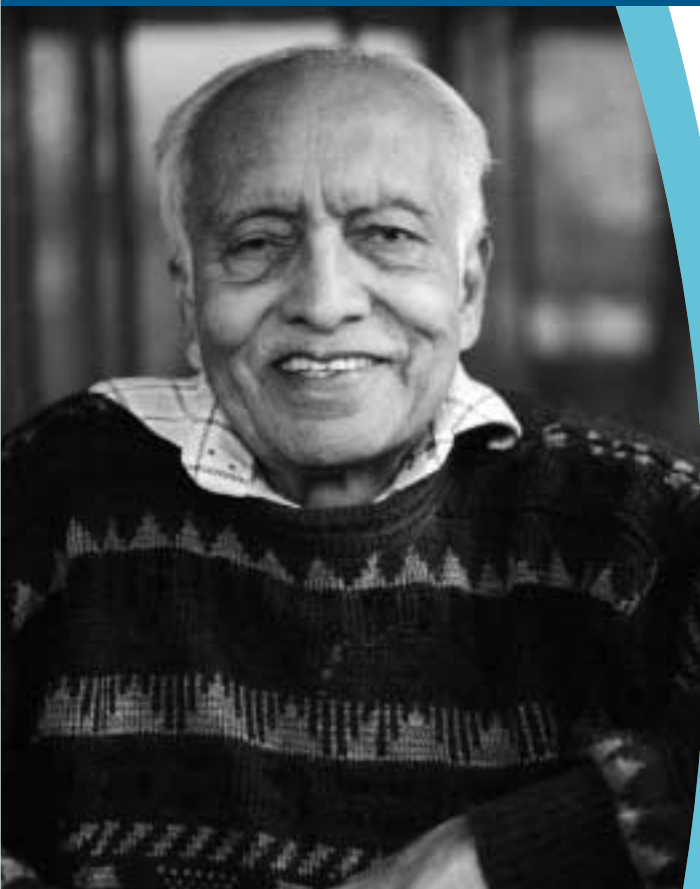
the diverse needs of an ageing population are the key elements of the work of Care & Repair England.

The growing number of low income home owners, combined with increased life expectancy, has serious implications for the maintenance and adaptation of the housing stock. With a health and social care agenda focussed on older people living in their own homes, ensuring that those homes are decent

places to live is a serious policy challenge. Care & Repair England will continue to raise the profile of these issues and promote solutions.

May I take this opportunity to thank everyone who has helped us practically and financially over two decades. Without this support none of the valuable achievements described in this report would have been possible.

*Peter Archer, Chair of Care & Repair England*



## Vision

Decent living conditions for all older people.

## Mission

Innovate, develop, promote and support housing related policies and practical initiatives which enable older and disabled people to live independently in their own homes for as long as they wish.

*"Care & Repair England helps to develop good ideas in theory into something that can be implemented in practice."*

## 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 England.
- Actively promoting and implementing good equal opportunities and anti-discrimination practice in relation to age, disability, faith, race or sexual orientation.

# Past, Present, Future

Care & Repair England's ultimate vision is decent housing for all older people.

In 1979 the first local Care & Repair scheme was set up in the Rhondda Valley. In 1986 Shelter and HACT created Care & Repair Ltd to promote such services. In 1987 national government invested in the creation of pilot 'home improvement agencies' (HIAs) via a grant to Care & Repair. Over the next 13 years Care & Repair helped to develop over 200 HIAs and influenced a spectrum of national policies.

In 2000 the contract to act as the co-ordinating body for HIAs transferred to a private company. Since then the main focus of Care & Repair England has been to work with older people to influence the wider policy agenda, highlighting the impact of poor quality housing on the health and well-being of disadvantaged older people, particularly those in the private sector.

As an impartial, not for profit body which emphasises the need for choice and a range of housing, care and support options for older people, Care & Repair England has pioneered initiatives to better meet the evolving housing needs of a diverse, ageing population.

*"If people are to be supported to live at home in greater numbers we need to make sure that local housing stock is suitable in terms of condition and adaptability."*

'Independence, well-being and choice', Dept of Health, 2005

*"My home is so important to me. I want to stay here for as long as I can."*



# Innovation

**Objective:** Care & Repair England is dedicated to working with older and disabled people to identify the services that they need in order to live independently in their own homes, and then promote and support the development of such services.

Today, supporting older people to live in their own homes is central to mainstream health, housing and social care policy. This was not the case 20 years ago. Care & Repair England has been a champion of the message from older people that they most often wish to 'stay put' and may need practical help to do so.

## Initiatives


- *Home improvement agencies* - creation of the original network
- *Making the Links* – pioneering cross sector services
- *Home from Hospital* – promoting the key role of housing and HIAs
- *Should I Stay or Should I Go?* – initiating housing options advice
- *Small Things Matter* – valuing small repairs and minor adaptations services
- *In Good Repair* – self help home repairs and adaptations information

## Future

Continue the above activities and pioneer services for the growing number of older people with moderate learning disabilities living in their own homes.

*“Older people have a right to live in decent, warm accommodation.”*

Opportunity Age, Department for Work and Pensions, 2005



*“We would choose to remain in our homes, but we will require services to enable us to maintain our independence, such as practical help with small repairs and adaptations.”*

Key message from Older People's Group at Listening Event

# Influencing Change

**Objective:** Care & Repair England aims to 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 work with older and disabled people to influence change.

Promoting the importance of planning for the housing and related support that will meet the needs and aspirations of an ageing population is a key part of Care & Repair England's work. Making the connection between housing and health remains a priority.

## Initiatives

- *Parliamentary events* - addressed by Ministers and leading policy figures
- *Healthy Homes, Healthier Lives* awareness raising initiative
- *Fresh Thinking and New Ideas, Agenda for Action* and similar materials promoted
- *News and Policy Updates* produced
- *Involvement* in national policy and advisory committees
- *Presentations* at an increasing number of high profile conferences and events

## Future

Continue the above activities and, as the Director is now co-chair of the Government's advisory body on housing and older people, contribute to creating the Government's new *Housing Strategy for an Ageing Society*.



There are 6.3m non decent homes, 5.1m of these in the private sector. Low income older and disabled people of 75yrs+ are the group most likely to be living in non-decent homes.

*(English House Conditions Survey, DCLG, 2006)*

# Active Involvement

**Objective:** Care & Repair England aims to increase the involvement of older and disabled people in national, regional and local housing related policy setting and decision making.

There is extensive debate about how society will be affected by the ageing of the population, and efforts are being made in the health and social care sectors to engage with older people to shape future provision. However, the housing world has lagged behind on discussion about and involvement of older people.

## Initiatives

- *Listening Events* pioneered to enable older people to influence housing provision
- *Housing Action Kit* resource package for older people's action groups produced
- *Regeneration* project with Better Government for Older People
- *HOPDEV activity* and summary of older people's views report undertaken

## Future

Continue the above activities and expand capacity to support older people's local housing initiatives.

*"Mainstream housing policy makes limited reference to older people."*

Older people's housing strategies: Key policy drivers, HOPDEV, 2006

*"When planning housing and services, speak to older people, listen to what we say and act upon it."*



Older people occupy nearly a third of all homes (Census, 2003, ONS)

# Management Committee

## **PETER ARCHER (CHAIR)**

Peter is a founder member of Care & Repair England and its Chair for the last 9 years. Director of consultancy, Regeneration and Housing Services and Affiliate Housing Inspector at the Audit Commission. A Trustee of the Chartered Institute of Environmental Health and the Chairman of The European Federation of Environmental Health. Chair of St Peter's Housing Association in Birmingham. Major part of career spent working in the regeneration of UK's major towns and cities.

## **LAURENCE SHURMAN (VICE-CHAIR)**

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

## **MARIA BRENTON (COMPANY SECRETARY)**

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. At a local level, she is active in relation to care and housing issues concerning disabled and older people.

## **LESLIE GREEN (TREASURER)**

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

## **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.

## **GLORIA GODFREY**

Gloria is Service Manager – Disability Services at Warwickshire County Council. She has been a senior local authority manager for over 20 years for services, working in settings, which include residential care, day service, inspection, care management, provider services and health settings.

## **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 ODP.

## **DAVID GARDINER**

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

## **ELIZABETH PHILLIPS**

Elizabeth has been Chief Executive of Age Concern Warwickshire for 15 years, developing and managing a wide range of services across the county, including South Warwickshire Care & Repair, which Elizabeth set up in 1995. Previously worked for a national housing association establishing and managing Care & Repair agencies across the country.

## **CATHERINE McLOUGHLIN**

Catherine retired from the National Health Service having held senior appointments in Nursing, General Management and in Department of Health. She has had a life-long interest in Older People and was a Chair of Age Concern Bromley before becoming Chair of Age Concern England in 2004. Catherine now Chairs the Clinical Disputes Forum as well as being a Deputy Chair of the Investigating Committee of the Nursing and Midwifery Council. She is also a Trustee of her local Age Concern Lambeth.

## **ANNE GLEESON**

Anne Gleeson died in July 2006. Anne had been involved in the home improvement agency movement since 1984, initially with Anchor Trust then as Director of Bristol Care & Repair (1992–2000). She had been a highly valued member of the board of Care & Repair England since 2000 and her important contribution to the development of new areas of work for the organisation will be greatly missed.

## **DANIEL PEARSON**

Daniel is the Director of Community Services at Help the Aged, responsible for Home Support, Advice, Regional & Community Development throughout the UK and Community Living, which includes volunteering and Speaking Up for Our Age Programmes. Prior to this he was involved in the Citizens Advice Bureau movement and worked for Age Concern Lancashire. He has been responsible for developing Care & Repair services and was the author of a report on Housing Conditions of Older People in Rural Areas.

## Acknowledgements

Care & Repair England wishes to thank all of the donors, funders and strategic partners who have supported and contributed to its work over the past 20 years.

## Equal opportunities statement of intent

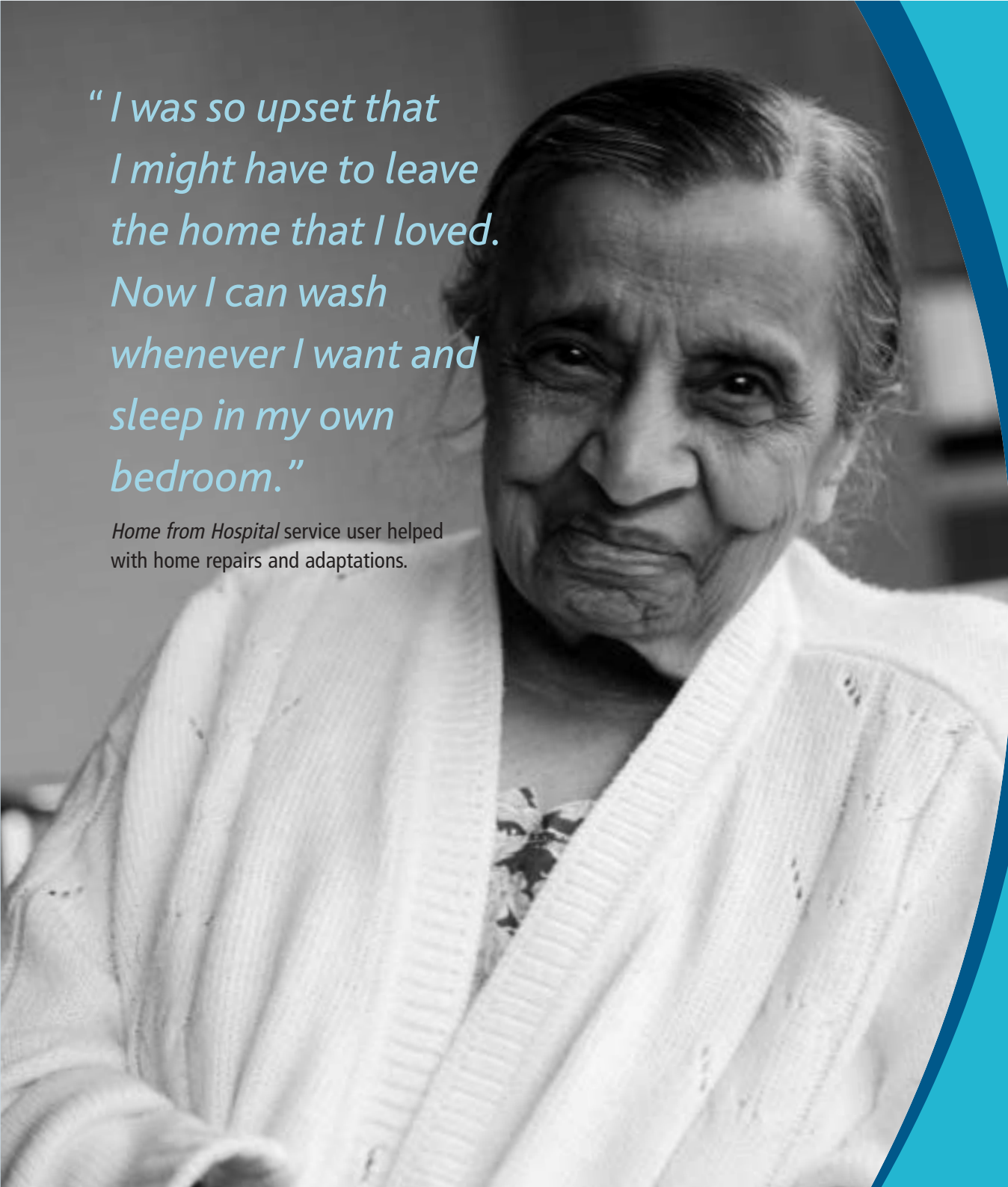
Care & Repair England believes that equality of opportunity is important in order to enhance people's choice and dignity and enabling them to live a more fulfilling life.

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.

## 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.*



*“I was so upset that  
I might have to leave  
the home that I loved.  
Now I can wash  
whenever I want and  
sleep in my own  
bedroom.”*

*Home from Hospital service user helped  
with home repairs and adaptations.*



## **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.

Its mission is to innovate, develop, promote and support housing related policies and practical initiatives which enable older and disabled people to live independently in their own homes for as long as they wish.

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