Transforming Services for Our Older People

Angela Hodgson, Older Persons Manager
Karbon Homes

Statistics

Derwentside Homes, ISOS and Cestria became one on the 4th April 2017 - 800 staff

- 60% of our tenants are aged over 60.
- 46% have a mobility problem.
- 74% of older tenants on housing benefit.
- 24,000 properties.
- 23 Sheltered Schemes.
- 1 extra care, The Elms.
- large supported housing team.
Our Supported Housing Service

Quality of accommodation – fit for purpose. ✓
Services specific to older Tenants. ✓
Tenant involvement ✓

Tenants wanted - we gave

Essentials –

- Fitted kitchens and bathrooms, electric re wires,
- broadband internet, emergency alarm, CCTV,
- disabled parking, double glazing and
- conservatory, individual combi boilers

Desirables –

- State of the arc communal areas, ensuite
- bathroom, choice of colours for walls, treatment
- room, landscaped gardens
Quality of Accommodation

We Invested

• £5.6 million invested in upgrades to 8 Sheltered Court upgrades.

• £2.3 million remodelling Haven House and Magdalene Court.

• Further £3.8 million on Castle Court.

• 2014 latest new build scheme Lynwood House Lanchester, £7 million
Haven House

• Mr Taylor, Apartment 11 – “I am more than happy with the standard of the finishes. The whole airy spacious layout will make my life a lot easier.”

Transforming services for older our older people
Magdalene Court

Before and after

Transforming services for our older people
Magdalene Court.

Communal area transformation

“What a difference to the space”
Haven House

- CENE Awards – project of the year
- Constructing Excellence North East Awards
  innovative methods of consultation, procurement, design and collaboration.
Castle Court before
And after.

Making a real difference for tenants
Castle Court lounge/dining room.

Has provided a spacious light airy room for tenants to enjoy.

“Tenants enjoy socialising”
Castle Court Before

“Transforming to something spectacular”
Castle Court After

Creating a space for all to enjoy.

“Really going that extra mile”
Lynwood House Court Yard
And Lounge Area.
Costs and Funding for Lynwood House

breakdown of the costs:

£5,500,000 - Construction of the apartments
£500,000 - Fees - planning, architect, construction consultants etc.
£1,200,000 - G.P. Surgery

Total = £7,200,000

£390,000 - HCA grant funding (Funding Condition the apartments had to be Code for Sustainable Homes Level 3)
£1,200,000 - Payment for the G.P’s surgery
£1,800,000 - Cross-subsidy from sales of 13 apartments
£3,810,000 - Derwentside Homes' own resources

Planning approved due to us providing social housing which was lacking in the village, and we were to construct a new Doctors surgery, as well as providing a ‘hub’ to be used by the Parish Council and other community groups.
“Allows them to remain independently for longer”

• 24/7 Emergency Response service
• First contact service
• Telecare
• Home independence service
Silver Talk – Telephone Befriending Service

- Telephone Survey of 250 people
- 22% said they speak 2 or less people in one given week
- Extreme loneliness can have a detrimental effect on a person's health equivalent to smoking 15 cigarettes a day
Challenges ahead . . .

Local Housing Allowance - Supported Housing

Statement by Damian Green – September 16

- Full costs of supported accommodation will be met “Rent” will be paid by LHA.
- Additional costs will be covered by funds given to local authorities.
- Funds will be ring fenced for supported housing.
- New system due to be implement in 2019 & LHA will not apply until then.
- 1% annual reduction in rent will apply to supported housing from 2016 to 2019.
Introduction to LHA

There will be a 1% reduction in rent applied to supported accommodation from 2017/18 until introduction of LHA rules in 2019.

From April 2019 eligible rent will be calculated against the applicants need, e.g. a single person will get the 1 bedroom rate. Current LHA rates for former Derwentside are:

- One Bedroom Rate: £74.79 per week
- Two Bedrooms Rate: £86.30 per week
- Three Bedrooms Rate: £97.81 per week
- Four Bedrooms Rate: £138.08 per week

Housing Systems believe this will apply to ALL supported accommodation tenants.

From 2019 the “rent” element will be covered by housing benefit or universal credit housing costs element.

Service charges will be covered by a ring fenced pot of money given to Durham to administer. We have no detail how this will work or whether there will be any application criteria (similar to discretionary housing payments).
What does it mean

For the tenant

• Reduced help with rent.
• Increased arrears & other debts.
• First major welfare reform to affect pensioners.

For Derwentside Homes

• Increased arrears.
• Potential reduced income, e.g. Furniture packs.
• New developments, e.g. Bishops Close charge a rent above current LHA.
We have a plan!

- Raising awareness
- Information on website
- Information in rent statements
- Staff briefings
- Social media updates
- Affordability checks for all new tenants
- Increased resources

Benefit checking software available to tenants on website.
We offer good quality affordable housing and services, to keep our tenants living in their own homes for as long as practical.