Housing for Wheelchair Users – sweating our assets.....

Grant Carson, Director Employment and Housing Services, Glasgow Centre for Inclusive Living
Home2Fit – Scotland’s Accessible Housing Register

Housing is the cornerstone of independent Living – without a user friendly accessible house to meet your needs it can be impossible to access education, employment or social and recreational opportunities...

This session shall explore the barriers which can prevent disabled people from being able to access appropriate housing and suggest some possible solutions
Basic Needs of Independent Living
Policy: Ministerial Commitment in the Scottish Governments strategy document “Homes Fit for the 21st Century - The Scottish Government’s Action Plan for Housing in the Next Decade: 2011-2020” Nicola Sturgeon and Alex Neal committed to:

Build quickly on the foundations laid in the Wider Planning for an Ageing Population report In addition to taking forward the many practical measures recommended in the report, we will:

• develop a national register of accessible housing for disabled people
What are the barriers:
• In Scotland, there are simply not enough accessible and adapted houses to meet the needs of our older and disabled citizens. – Design issues
• The housing sector is both complex and fragmented with limited availability of expert advice and advocacy. – Geography issues
• Past investment in adaptations and accessible housing could be better recorded and houses more efficiently managed. – Coordination issues
• There is a need to raise awareness of the important role accessible housing plays in the lives of disabled people – Attitudinal issues
What are the barriers:

• Disabled people face **Barriers** in locating and obtaining suitable housing:
• Shortfall in housing supply (across all tenures)
• Local Authorities/RSL’s do not have an accurate, up to date profile of their adapted, accessible or adaptable properties
• Long delays for adaptations
• Shortage of funds for improvements/support packages
• Lack of choice - too little information on options
• Lack of scope to move between areas – “Geographical Ghettos with invisible boundaries…”
What are the solutions:

1. Supply – in order to address the housing market failure which stops disabled people accessing suitable housing we need to increase the amount of houses we build and ensure new houses are designed to meet people’s needs throughout their lives (across all tenures).
1. **Supply** - Glasgow City Council (GCC) added a requirement into the City Plan 2 to compel developers to make 10% of properties fully wheelchair accessible or easily adaptable to meet the wheelchair standard whenever they build 20 or more units.

This will apply to all new build developments irrespective of whether they are for sale or rent.
Housing Management – we need to match accessible and adapted houses to people who really need them quickly and efficiently – a bit like a dating agency –

Better co-ordination ensures significant past investment is not wasted.
As a disabled person looking for suitable housing you will be able to:

- register your details online
- update your information if circumstances change (24/7)
- find out which landlords have the type of property you need in the areas where you want to stay
- choose to be kept informed by email or SMS text alerts.
- be signposted to relevant support agencies like DPHS’s who can help you.
Social housing providers – Home2Fit key features include:

• Instant download of potential tenants for specific properties, improving turnover rates and allocation processes (reducing voids and lost rents)

• Identify the demand for adapted properties in specific areas to ensure future development plans meet diversity needs of local communities

• Enabling applicants to be matched to properties which meet their needs thus maximising the use of adapted housing and past investment

• Meeting tenant’s changing housing needs
Private owners and landlords - key features include:

• Ability to create online advert for your adapted accessible property (including photographs etc) – system automatically matches & notifies potential buyers/renters.

• Available Now – Section advertises properties across Scotland 24/7/365!

• Enabling buyers to be matched to properties which meet their needs thus maximising the use of adapted housing and past investment – Including private sector adaptation grants, Social Work Adaptations etc.
At last, you can find an accessible home in Scotland that 'clicks' with what you want! Home2Fit - Scotland's Accessible Housing Register

About Home2Fit

Home2Fit is all about making the best use of adapted and accessible properties. By building up a register of such properties the needs of disabled can be met.

Find a Property

Home2Fit includes a range of options to help disabled people find an accessible property to meet their needs. It covers all tenure types, social housing, private landlords, housing associations.

Selling and Letting

The Home2Fit service is aimed at disabled people making it the ideal place to advertise your adapted and accessible properties. Highlight the accessible features of your property.

CIH SCOTLAND
annual conference & exhibition
12 - 14 MARCH 2013 SECC • GLASGOW
A Scotland wide system breaking down barriers to finding accessible housing across local authority boundaries…….
Registration screen
Blackwood Homes

Find a Property

Listing Type: For Sale
Number of bedrooms: 3
Property Type: House
Level of access: Full Wheelchair Access
Postcode:
Region: All Regions

Search

Download these records as .csv file

<table>
<thead>
<tr>
<th>Property Address</th>
<th>Access</th>
<th>Bedrooms</th>
<th>Listed</th>
<th>Listing Type</th>
<th>Rental value</th>
<th>Sale value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Acacia Grove</td>
<td>Full Wheelchair Access</td>
<td>3</td>
<td>26/03/2013</td>
<td>For Sale</td>
<td>£125,000</td>
<td></td>
</tr>
</tbody>
</table>
Logged in as phil.thomas  logout

My Account

Profile:

Change Password

From this page you can:

- Update your details
- Change your password
Home2Fit
Scotland's Accessible Housing Register

Properties  Housing Provider  Reports  My Account

Housing Provider

Housing Provider Profile
Manage Users

Housing Provider

This section allows you to:

- Update the profile of your organisation
- Add and maintain users
- Find registrations matching your properties
Properties

This section allows you to perform the following functions:

- Add new properties for your organisation - either individually or multiple
- Manage your organisation's existing properties
- Find registrations that match your properties
Edit Property

Property ID: 001828, Date Created: 18 February 2013

Suitable Search

Here is a list of candidates that may benefit from this property.

<table>
<thead>
<tr>
<th>Candidate</th>
<th>Date Registered</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr George Murray</td>
<td>08/03/2013</td>
<td>N</td>
</tr>
<tr>
<td>Mrs Daphne Dixon</td>
<td>08/03/2013</td>
<td>N</td>
</tr>
<tr>
<td>Ms Susan Williams</td>
<td>08/03/2013</td>
<td>N</td>
</tr>
</tbody>
</table>

Update
Private landlords and owners – registration and property management

Home2Fit
Scotland’s Accessible Housing Register

Properties
Housing Provider
Reports
My Account

Properties

Manage Properties
Create New Property
Bulk Upload

Properties

This section allows you to perform the following functions:

- Add new properties for your organisation - either individually or multiple
- Manage your organisation’s existing properties
Home2Fit - Estate agency / choice based letting features for owners of adapted properties or for Private Landlords or CBL RSL’s
Comprehensive listing of accessibility features or adaptations in every room of a house is available....
When a property is listed people registered are notified if it matches their needs…. location, size and access
Bathroom

- Bathroom at least 1500mm turning circle
- Automatic toilet/bidet
- Wet floor bathroom/level access shower
## Edit Property

<table>
<thead>
<tr>
<th>Property ID: 001831, Date Created: 26 February 2013</th>
</tr>
</thead>
</table>

### Accessibility Details

#### Level of access
- Full Wheelchair Access
- Internal Full wheel chair access
- External Full wheel chair access
- Hallways Full wheel chair access
- Stair Lift Available
- Door opening system

#### Additional facilities
- Adapted bathroom
- Adapted kitchen
- Garden
- Parking area
- Lift Access
- Parking area

### Basic Information

- Properties
- Manage Properties
- Create New Property
- Bulk Upload

### Accessibility Details

- < Back to listing
- Update
Edit Property

Property ID: 001831, Date Created: 26 February 2013

Accessibility Details

Internal Property

- Socket heights at least 400-700mm
- Living room door widths at least 800mm
- Kitchen door widths at least 800mm
- Bedroom door widths at least 800mm
- Bathroom door widths at least 800mm
- Light switches at least 750-1200mm

Kitchen Details

Bathroom Details

External Property

<< Back to listing

Update
Edit Property

Property ID: 001831, Date Created: 26 February 2013

Accessibility Details
Internal Property
Kitchen Details
Bathroom Details
External Property

Type of garden: Enclosed
Type of parking: Carport
Access type to front: Level
Access type to back: Ramp
Number of steps (front): 0
Number of steps (rear): 0

Update
Home2Fit
Scotland’s Accessible Housing Register

Support Organisation

Support Organisation Profile
Manage SO Users

This section allows you to:
- View and Edit your Support Organisation profile
- Manage the Users within your Organisation
This section allows you to manage all aspects of potential and current clients through enquiry and case management.
Enquiries

This section allows you to record and manage enquiries received by your organisation. Notes can be added to log actions taken as the enquiry is handled, a client registration can be created using information recorded against the enquiry and the enquiry can be allocated to a specific member of staff.
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Scotland's Accessible Housing Register

You are here: Clients > Cases

Clients
Enquiries
- Pending Clients
- Converted from Enquiries
- Manage Clients
- New Registration
- Map of Registrations

Cases

This section allows you to perform the following functions:

- See when someone living in your area registers with Home2Fit - Pending Clients
- Create and manage registrations on behalf of people as a result of an enquiry - Converted from enquiries
- Manage the cases for people you are helping with their registration - Manage Clients
- Create a registration on behalf of a client - New Registration
Edit Client

Client ID: 005436, Date Created: 14 September 2012

You profile is now 13% complete

Registration Type*: Converted from enquiry
Registration Status*: Live
Title: Mr
First Name*: Harry
Last Name*: Lewis
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Scotland's Accessible Housing Register

Reports

Client Report
Clients By Referral Source
Enquiries By Referral Source
KPI Report

Reports

- The Client Report allows analysis of data relating to clients
- The Clients by Referral Source report shows a breakdown of where client referrals originate
- The Enquiries by Referral Source report shows a breakdown where enquiry referrals originate
- The KPI Report shows a breakdown of cases and enquiries over a definable time period