



NORTHERN HOUSING FESTIVAL



The Roundtable: Tackling Family Homelessness in the North

Dave Smith

Chief executive
Stepping Stone Projects

Ruth Parker

Chief executive
Emmaus

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Head of housing access Manchester
City Council

Lisa Naylor

Head of built zero
Crisis

Together We Can End Homelessness by 2034



Stepping
Stone
Projects

Stepping Stone Projects

MARCH 2025

About Us?



- NW Homelessness Charity
- Formed 1984 by Rochdale Council
- Prevent & Combat Rough-Sleeping
- Single Person Supported Accommodation
- Complex Needs & Care Leavers
- Historically a Provider not a Campaigning Charity

Why Start Campaigning to End Homelessness?



2020 – small & local

- 9 services in 3 boroughs
- c200 homes & 280 support places
- c55 staff & turnover £3.7m

2025 – grown, diversified & regional

- 50 services across 25 boroughs
- c1000 homes & 1200 support places
- 230+ staff & turnover c£20.5m
- c10 services/300 homes in development

Helping so Many More People



- Homeless Prevention
- Rough Sleepers
- TA for homeless single men, women, couples & families
- Those with substance abuse, mental ill health & complex needs
- Ex-offenders
- Survivors of abuse, exploitation & modern-day slavery
- Care Leavers & Young People at Risk
- Unaccompanied Asylum-Seeking Children
- New Refugees/NRPF

New Innovative Partnership Models



- Preventative Services
- Acquiring, Renovating & Building
- Renting & Leasing - RP's & PRS
- Grouped & Dispersed
- De-risking landlords – 100% rent guarantee
- Now deposits, rent in advance & rental guarantees
- Lending to landlords – bringing homes into use
- Developing Permanent Homes & “Move-On” Agreements

We Cannot Keep Up

15 Years of Consistently Increasing:



- Rough Sleeping
- Homelessness
- Use & Cost of TA
- Need for Supported Accom'n
- Overcrowding
- Inappropriate Housing
- Unaffordable Prices
- Unaffordable Rents

- 4,667 per night
- 382k/175k children
- 132k/£2.84bn
- 60% in TA but 26% reduction
- >3m people
- >14m people
- Av £300k
- Av £1360 per month

Barriers to Ending Homelessness



- **Housing Demand Outstripping Supply**
 - Lack of Social & Affordable Housing
 - Unaffordable PRS rents/LHA levels
- **Lack of tenancy security, S21 and other evictions**
- **Bureaucracy & Discrimination**
 - Allocations policies (eg previous debt/ASB)
 - Poorest - Guarantors, Deposits/Advance Rent, Affordability tests
 - Young People – Benefits/Minimum Wages/Shared Room Rate
 - BAME/LGBTQ+

Young Person At Risk Case Study



- Chloe 21 years old student – LA ending accomm’n & support
- PRS unaffordable – shared room rate only
- Struggling to manage – lower benefit rates
- Qualified for social housing & offered flat
- Rent Guarantor required – no family – SSP acted as guarantor
- Rent in advance required – SSP Hardship Fund
- No furniture – grants & loans sought – SSP Hardship Fund
- Failed Affordability Test & Offered Withdrawn
- SSP Apprenticeship Offered – Offer Reinstated

SSP's 5 Campaign Asks



**Build
Genuinely
Affordable
Homes**



**Empower
Mayors to
Introduce
Living Rents**



**Increase
Local Housing
Allowance
Rates**



**Ensure
Equality in
Housing
Access**



**Expand
Preventative
Services and
Supported
Housing**

EMMAUS NORTH

Ruth Parker, CEO
EAST

Ending homelessness,
one person at a time.



SETTING THE SCENE



- 94% of homeless people have suffered trauma at some point in their lives – domestic abuse, family disputes, relationship breakdown, job loss, eviction, bereavement
- 39% increase in women rough sleeping in the North East since 2023
- 14% increase in 18–24-year-olds rough sleeping in the North East since 2023
- 36% rise in households requiring advice in regard to homelessness
- High levels of income deprivation and it's impact on children
- Hidden family homelessness is characterized by sofa surfing and is often triggered by family conflict
- 200,000 families across the country experiencing hidden homelessness
- 740 children in the North East recorded as homeless
- 175,000 children across the country living in temporary accommodation
- There is a lack of accommodation for homeless couples and families across the North East

EMMAUS NORTH



- Received over 100 referrals in 2025 for single homeless people
- Offered permanent homes to 55 people in South Tyneside
- 100% of the women ENE supports have suffered domestic abuse prior to becoming homeless and are all separated from their children
- All of them have been forced to place their children with family or foster care for stability creating trauma for all of them
- Choice –v- Coercion – safety for the child/children whilst navigating their own personal crisis
- Of the residents offered housing in 2025, 72% of them have children and are separated from them
- This leads to a decline in mental wellbeing and long-term stability further impacting on their crisis



PEOPLE STORIES

Reasons for becoming homeless and separated from children

- I lost my daughter due to domestic violence. My health and life spiraled. I've been working to gain custody, but I find myself stuck
- My daughter and I fell out over money and her behavior. I haven't seen her for 5 years. She went to live with her Dad. I got back into work, but hours were reduced and ended up on the sick because of mental health and couldn't afford rent.
- I couldn't afford bedroom tax which put me into arrears, so becoming homeless I signed guardianship to my Mam so they would be safe whilst I'm in this position
- My relationship with my daughters' Mum ended. We lived together for the following year prior to me leaving. My Daughter's Mum had suffered a childhood trauma which effectively ended a realistic relationship. Me becoming homeless was a toss of a coin moment as it hadn't been me it would have been my ex-partner.



PEOPLE STORIES

Contact with children



- Not being notified when my daughter leaves the country or away elsewhere. I've had no choice but to accept that she can't be with me right now because of the situation I'm in and it's hard
- I hope some day I will prove I have changed for the better and have a relationship and one day have a room for my daughter to stay over and try and rebuild the relationship we used to have. I have nowhere I can stay overnight with them. It's a daily battle going from our old lives to what we are now
- Managing my daughter's Mum's mood in relation to the trauma she suffered. She is an amazing Mum but struggle with me because I can't provide somewhere for my daughter to stay overnight.

PEOPLE STORIES

The solution

It can be very emotional at times, and you just want to give up and think there's no point in it, but I have got a great support team behind and a wonderful boyfriend, so it shows you anything is possible

I'd just like to thank Emmaus for continuously supporting me when it comes to the kids

When I first separated the council took the view that I should not include my daughter in my situation. Something I have always regretted as I never wanted my daughter not to have her dad without her!



I need a home, safe environment for her before any changes happen
I can move along the journey I'm on and try and finally be happy
Finding a new home would mean they could get back to living with me and we could be a full-time family again
My daughter will be able to have the co-parenting she deserves. It would make my life and ex-partner's life a better place where our daughter could thrive

HOW WE HELP

It's not just a home – HOPE AFTER HOMELESSNESS

Aim to positively move on and prevent the cycle of homelessness

- Provide them with their home for as long as is needed
- Trauma informed approach – The 6 principles - importance of physical and emotional safety, Trustworthiness and Transparency, Peer support, Empowerment and Collaboration, recognizing historical trauma – What has happened to you rather than What have you done
- Access to counselling - no NHS waiting list
- Support with neudivergence
- Medical support – Drs, dentist, opticians
- ID and bank accounts
- Access to 35 accredited training courses
- Volunteering opportunities in social enterprises
- Community connection



OUR ASKS

The solution

- Gender specific supported housing
- housing couples and people leaving hospital and prison
- More resources and funding
- More affordable homes



- Campaigning to eradicate homelessness
- Strong partnerships between statutory and voluntary sector
- We welcome the Supported Housing Act changes EQS
- Prevention work – tackling poverty/deprivation

PEOPLE STORIES

Costi's video



SHOP
DONATE
SUPPORT
EMPOWER

GET
INVOLVED

SCAN ME



TACKLING FAMILY HOMELESSNESS IN THE NORTH – PREVENTING AND REDUCING HOMELESSNESS

MARCH 2026

MANCHESTER – THE SCALE OF OUR CHALLENGE

At the end of Jan 2026 we had 2210 families in TA:

9 in B&B (None over 6 weeks)

21 in Nightly Paid

2180 in dispersed (of which none is council or RP stock)

This reflects from 2023 when we had 232 families in B&B.

Reduction achieved with use of PRS, best use of supported, commissioned and in-house options – relentless daily focus and cited as good practice in the National Homelessness Strategy.

A new homeless application is made around every 7 minutes.



Our wider housing register challenge

8126 households with a 2 bed or bigger need in housing need

- 3619 – 2 bed
- 2986 – 3 bed
- 1521 – 4 bed +

We let around 2100 – 2200 a year via Manchester Move (across all partners). No more than 30 x 4 beds a year and not building these at any scale.

We have approx. 3500 households who are overcrowded on the register as well.

Average waiting times are in excess of 5 years for a family home and much longer for a 4 bed need +.



Manchester Housing Providers

- Mature partnership - within the Manchester Move Partners we have 62,000 homes.
- Manchester Housing Provider Partnership (MHPP)
- Joint strategic priorities.
- One housing register. One point of access.
- Joint data that is collated quarterly against priorities.

The joint priorities to prevent and reduce homelessness in Manchester – Squeezing value out of everything we have!

Rightsizing

Tenancy
Fraud

Adaptations

Voids

Empty
Homes

Use of new
build

RIGHTSIZING - aim is around 200 - 250 moves a year at the cost of £1 m.



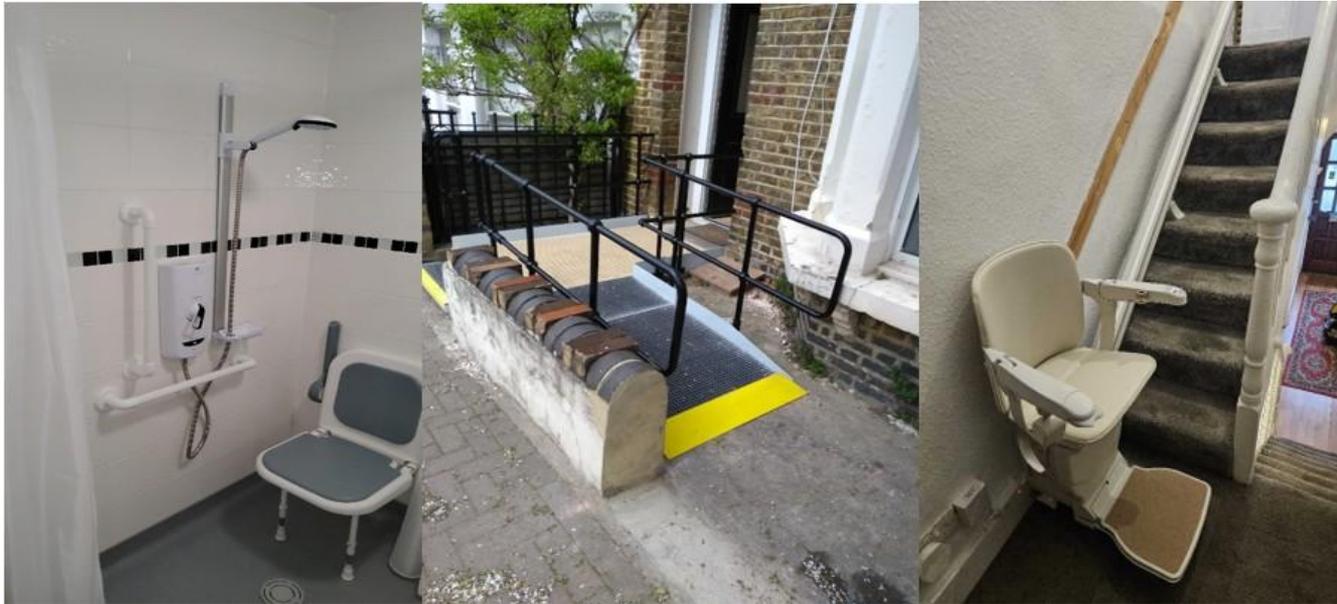
New Build homes – INC NEW BUILD LOCAL LETTINGS POLICY



A stylized illustration on a yellow background. On the left, a purple outline of a person with a location pin above their head is shown. Below it, the word 'FRAUD' is written in large, bold, purple capital letters. To the right, a red building with black outlines and several windows is depicted. The overall style is graphic and hand-drawn.

Tenancy Fraud – MCC are funding 4
new officers for 18 months -
working city and RP wide.

Adapted Homes: an extra £1m to assist with extensions and other adapts of RP & Council homes.



Reducing void periods and numbers of empty homes in the social sector.



EMPTY HOMES STRATEGY – PRIVATE SECTOR



Reflections

- Our role is to do everything we can to prevent and reduce homelessness in Manchester.
- We have to think system wide – are we getting all we can out of every lever we hold.
- Joint Strategic priorities with RPs. The Council cannot solve challenges alone. But we can enable things to happen.
- Relationships matter - many of our subgroups are chaired by RPs – this isn't about the LA dictating but about us all being evidenced in our work. But also relationships with colleagues across the Council in Adults and Children's Services as well as Strategic Housing and regen.

Asks

- New build and subsidy for social rent.
- Uprating LHA on at least an annual basis.
- TA subsidy changes
- More DFG and flexibility

- BUT – we have a role to play as well in making the best use of everything we have within our control.



NORTHERN HOUSING FESTIVAL



The Role of Asset Management in Regulation: The Safety and Quality Standard

Diane Carney
Senior consultant
DTP

Chris Marshall
Chief operating officer
Railway Housing Association

A decorative graphic consisting of a grid of orange dots of varying sizes, arranged in a pattern that tapers to a point at the top and bottom, forming a wide, shallow 'V' shape.

Roundtable: The role of asset management in regulation: the safety and quality standard

Diane Carney
Senior Consultant



- Sector Overview from DTP
- Good Practice from Railway Housing
- Over to you for discussion and sharing more good practice



Asset Management in Consumer Regulation

- Asset Management has a critical role in regulation – both in the Economic Standards and the Consumer Standards
- Now proactively inspected from consumer, compliance, risk, safety and governance points of view
- Changing focus of asset management in consumer regulation – so much more than bricks and mortar – **who is behind the door?**



Safety and Quality Standard – Evidence of Required Outcomes in Asset Management Strategies

- **Stock Quality** – detail around SCSs, use of several data sets (including customer data) to deliver safe, quality homes
- **Health and Safety** – approach and commitment to identifying and delivering on H&S requirements, Big 6 (or 7 or 8) and remedial
- **Repairs, Maintenance and Planned Improvements** – business planning and capital investment works / component replacements, delivering a robust repairs and maintenance service, approaches to communal areas, communication, customer engagement and feedback
- **Adaptations** – approach to delivering adaptation services



Asset Management is wider than just the Safety and Quality Standard

- **Diverse Needs** – how do your asset related services consider vulnerabilities and individual need
- **Engagement with Tenants** – how has feedback influenced the repairs service and stock investment priorities
- **Information about Landlord Services** – standards of delivery, of safety and quality, communicating during works, tenant rights: a decent, safe home
- **Performance information** – TSMs as a *minimum*, actions relating to under performing areas
- **Complaints** – repairs is a significant driver for dissatisfaction and for complaints
- **Self-referral** – often around H&S or under performing services



Links to Governance Gradings

- Starting to see very clear links between the Consumer Standards and governance gradings
- Failures in H&S monitoring or oversight, poor complaints management or delivery of services can indicate weak governance
- Evidenced in some regulatory judgements which are starting to reflect this relationship



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ON THE RIGHT TRACK



Railway Housing Association

- Homes for Heroes
- NER + 34,700 railway workers
- Model dwellings
- 1,634 homes
- Berwick to Hereford



Vision and Foundations

- Vision to be the country's best small housing provider
- Your Resident Experience
- Your Homes
- Your Organisation
- Your People



Regulatory Journey

- April 23 – new Chief Exec
- June 23 – self referral to RSH
- November 23 – G2 downgrade
- Kickstarted fundamental transformation
- September 25 – G1, C2, V2



Safety and Quality

- Fundamental review
- New stock condition survey
- External review of health and safety
- New approach to compliance
- New fire risk assessments
- Contractor review



Repairs

- Biggest service delivered
- Focus on cross cutting themes of TIAS
 - Communication
 - Tailored service
 - Dignity and respect



Transparency

- Openness and honesty when things aren't right
- Residents appreciate being treated with dignity and respect
- Tailor communication to individual residents
- Think about visibility in health and safety



Outcomes

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



Key Railway Achievements

- Total Operating Model review
- Fundamental reset of Asset Management
- New Resident Engagement Strategy
- New Damp and Mould approach
- Railway on Tour
- Transformed Complaint Handling
- External assurance



Table Discussion Points

1. How is / has Customer Voice influenced your Asset Management Strategy
2. Examples of meaningful engagement when drafting an Asset Management strategy
3. How is your Asset Management strategy open to Customer Scrutiny? How *could* it be?





NORTHERN HOUSING FESTIVAL



Older People's Housing in the North: Making the Best Use of Homes

Thomas Sutton

Chair

CIH Northeast Regional Group

Liz Jones

Deputy CEO and policy
director

National Care Forum

Kris Peach

Chief operations officer
Housing 21

Alia Khan

Public affairs and campaigns manager
Habinteg Housing Association



Liz Jones

**Deputy CEO & Policy Director
National Care Forum**



Who are the National Care Forum?



Breadth of our *not-for-profit* membership



Intermediate care/
rehab



Supported housing



Residential Care



Live-in care



Supported living



Dementia Care



Community-based
services



Nursing Care



Home Care



Extra Care



Day Care



Personal assistants



Recommendations

Our full report dedicates a chapter to each of the following recommendations. We set out detailed actions under each –actions for Government, the Industry and Local Systems – with the evidence and stakeholder insight underpinning them.

Standardise definitions of OPH/LLH

(Chapter 1) – Because to enable partnership working across the private and public sectors and to build public understanding of what's available, we need to be speaking the same language.

Incentivise a wide range of OPH/LLH options

(Chapter 2) – Because older people in the UK are not a homogenous group. They are highly diverse in their needs, wishes, backgrounds and identities. Meaningful choice must be available and accessible to all.

Ensure more housing is designed for later life

(Chapter 3) – Because we need to optimise the design of all forms of OPH, to improve the accessibility of new build mainstream housing, and make existing mainstream housing more suitable for older people.

Create age-friendly, dementia-inclusive, faith and culture-sensitive communities

(Chapter 4) – Because the community beyond the front door - the built environment, local infrastructure, communities and mutual support - enables people to live independently and well.

Expand OPH/LLH at scale and ensure it is affordable to live in, and viable to finance, build and operate

(Chapter 5) – Because to increase supply, we need to create greater incentives for private investment, including capital support; thereby enabling a more affordable 'low to middle affluence market'.

Strengthen planning policies

(Chapter 6) – Because national and local planning policy and practice can incentivise and accelerate the development of new specialised housing; and help shape mainstream housing and the built environment to be more age-friendly.

Establish a national information platform and local hubs

(Chapter 7) – Because for people to take up options they must first understand what they offer, what would best meet their needs, the health benefits and how to take them up. Accurate and trusted sources are vital.

Build consumer confidence

(Chapter 8) – Because to increase demand we need to build consumer trust and confidence in a range of OPH tenures; and to increase supply we need to provide regulatory clarity for investors, developers and operators. A new regulated Tenure would enable protection and incentive, if designed well.

Enhance innovation, research and professional development

(Chapter 9) – Because there are gaps in our knowledge of older people's needs and what works to meet them. A strategic approach is needed to generate and embed the greatest value from private and publicly funded research, with an increase in funding for the latter.

Create collective leadership to drive change

(Chapter 10) – Because to achieve a step change, we need to inspire and empower ambitious action, from the top of Government and outwards to communities and families. We need to fully integrate housing, health & social care at all levels of the system

The Care Technologist Project

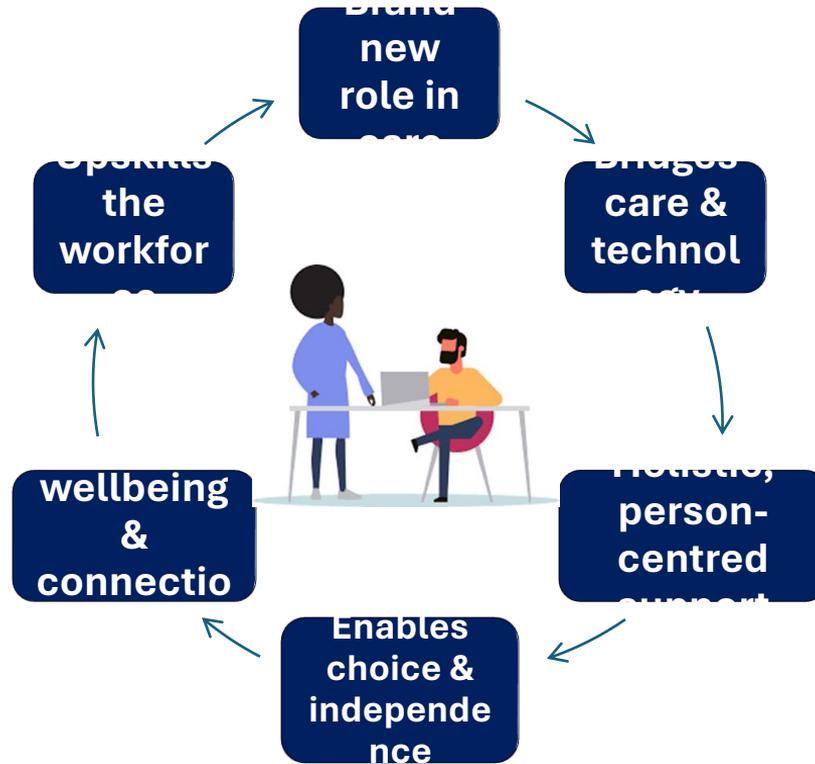
The NCF are developing a new job role called a Care Technologist for care providers in England. We are also developing training for people to qualify for this job.

A Care Technologist should be someone who:

- Knows a lot about technology that can support people's independence
- Meets people receiving care and support to understand what they might need help with
- Recommend if there is any technology that could help
- Install this technology / referrals made to professionals to install
- Come back to make sure it is helping and understand if anything should also be recommended



Care Technologist Role





Evondos Robot – Administers medication



Smart door locks – Locks the door from mobile app



Sentai - Smart speaker with family app



Circadian Light Bulb – Follows the body's natural rhythms, helpful for those living with dementia



GPS and Falls Detector – Connects to call handlers if needed



IGuardStove - Shuts off kitchen appliances using motion sensing



KEEP IN TOUCH!

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Unlocking Better Homes For Later Life

**NORTHERN
HOUSING
FESTIVAL**

17-18 MARCH 2026
HILTON NEWCASTLE
GATESHEAD



Kris Peach
March 2026

Housing 21



24,200+
Properties owned/ managed



Viability
rating



Governance
rating



Consumer
rating



4,167
employees

INVESTORS IN PEOPLE®
We invest in people Platinum

Guiding principles:

- 21
- Better
- Experience



Years of experience



220
Local
authority
partners

Armed Forces
Covenant



INVESTORS IN PEOPLE®
We invest in wellbeing Gold



Not-for-profit
organisation

48,000

Hours of in-house care
provided each week
(Extra Care)



700
Schemes



Overall resident satisfaction
(Extra Care and Retirement
Living combined)*

*figures from the 2025/2026
Tenant Satisfaction Measures



**Develop
400**
new homes
per annum



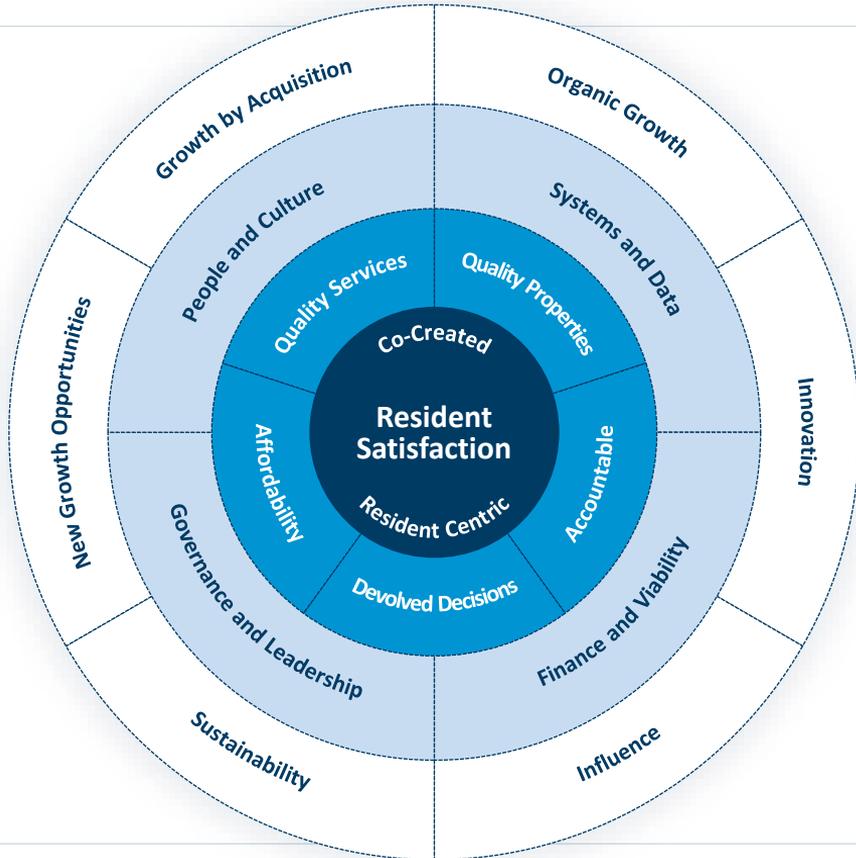
**Pet-
friendly**
organisation

100%

of properties meet the
Decent Homes Standard

Correct as of February 2026

H21 primary goal



- Core Focus
- Strategic Drivers
- Essential Enablers
- Ambitions



Building Communities at a local level..

- **Ageing population** in the North rising dramatically
- Growing **demand** for high-quality, affordable, adaptable homes
- Taskforce **recommendations** set clear direction
- Wider system pressures affect how providers respond – **tighter regulations**



Recommendations and system challenges

- Need for a **stronger pipeline** of specialist older people's homes
- Focus on **integration** of housing, health, care & support
- Importance of **accessibility** and **adaptability**
- **Balancing investment** priorities amid resource constraint
- Responding to **Awaab's Law**, **Decent Homes 2** and **competency reforms**

*Top three wellbeing indicators. New Development Report May 2022**



Investment in Existing Homes..

- Most older people will age in homes that **already exist**
- Ensuring homes are **safe, warm, modern** and **dignified**
- Major **reinvestment** programmes: **accessibility**, energy efficiency, communal spaces
- Making schemes places residents are **proud** to call home
- Using **resident voice** to guide priorities



Investing in existing homes

- Over **£50m** SIP and Decs

- Over **99%** EPC C or above

- High resident satisfaction



Deliver quality homes through **SIP** and **Decs**



Building **safety**



Robust Stock Condition **Data**



Supporting **Acquisitions**



Over **99%** EPC **C** or above



Highly **qualified** team

Our Property Standards



Kitchens are replaced every 20–25 years



Bathrooms are replaced every 20–25 years



All properties will have an Energy Performance Certificate (EPC) C or above



All schemes will have a digital emergency call system installed



Communal areas at schemes will have **design-led makeovers**, which are inspected every eight to ten years to assess their condition

Our Kitchens & Bathrooms



New purpose-built housing..

- UK **under-supplies** specialist older people's housing
- **Purpose-built** extra care & retirement living unlocks the system
- Supports rightsizing and frees up **family homes**
- Improves **independence, wellbeing** and community **connection**
- Reduces pressures on **hospitals**, adult social **care** and support **services**

Housing@21



The North Yorkshire partnership

By the time the North Yorkshire Framework was established in 2015, Housing 21 had already worked with the council to deliver five schemes



Vision



Financial support



Commitment



Specialist team



Understanding



Leadership



North Yorkshire Partnership: continued



2007: Sycamore Hall, Bainbridge



2007: Springhill, Easingwold



2011: Greyfriars, Richmond



2019: Bransdale View, Helmsley



2015: Meadowfields, Thirsk



2014: Limestone View, Settle



2020: Fry Court, Great Ayton



2021: Filey Fields, Filey



2021: Eller Beck, Skipton



2022: Bowland View, Bentham



Taking this further - Cohousing – communities shaped by residents



“Rupali Court will bring joy to local people in the community; everyone is excited about it. There is a need for a cohousing in Lozells, and thanks to Housing 21, it’s finally happening.”

Anwara, future resident





Innovation and Technology..

Housing 21

- **Digital** telecare as standard
- Smart sensors supporting **safety** and **independence**
- **Data-driven** asset management
- Digital **care planning** and support tools
- **Future-proofing** homes against demographic and regulatory change



Bringing this all together..

To deliver **high-quality** homes for later life, we need:

- **Investment** in existing homes
- More **purpose-built**, accessible new developments
- Strong local **partnerships**
- **Community** development and infrastructure
- A strategic, place-based approach to **housing + health + care**
- Technology-enabled services for the **future**



In summary..

- National **recognition** that older people's housing is essential infrastructure
- Long-term **certainty** for local authorities and providers
- Clear planning routes for **specialist** housing
- **Investment** in quality, safety and decency
- Embedding **resident voice** in all decisions

A shared ambition: helping
people live well, age well,
stay connected





Any Questions

Habinteg

Accessible homes. Independent lives.

The social and economic value of wheelchair accessible homes

Alia Khan

Public Affairs and Campaigns Manager, Habinteg

Habinteg and Centre for Accessible Environments (CAE)



- Habinteg has over 50 years experience delivering and championing accessible in inclusive neighbourhoods.
- Habinteg's consultancy team, CAE is a leading UK authority on inclusive design

The brief



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE



CENTRE FOR ANALYSIS OF SOCIAL EXCLUSION

Habinteg's wants to see a minimum proportion of new homes built to M4(3) Wheelchair User Dwelling standard

LSE's question was "what is the evidence around the costs and benefits of providing M4(3) homes"



Cost benefit analysis process

- Assessed additional costs of M4(3) homes v M4(2)
 - Desk research on existing evidence of benefits – e.g. fewer falls or less support from carers
 - Build a financial model which compares costs and benefits over a 10-year period
 - Add in risk and uncertainty
-

Three household types;

Families with
children that use a
wheelchair



Working age
people



**Older people
(in later life)**



Cost calculations

New build M4(3) homes cost more –

- bigger homes cost more than smaller
- social rented will be to Category M4(3)(b)
- some will be owner occupier purchases

Calculated average cost for each household type:

- Up-rated 2014 DCLG build costs for inflation
 - estimated how many be owner or social rented, and sizes most likely per category
-

Average costs



**Wheelchair user home for later years
adult £18,023**

Gains identified

Benefits to individual and household

Improved confidence, independence, self esteem

Greater social inclusion, community participation

Higher disposable income (greater opportunities for work, less demand for self-funded care or adaptations.)

Benefits to public expenditure

Reduced delay in hospital discharges

Fewer trips and falls in the home

Delayed or avoided need for permanent residential care

Remove or reduce cost of care assistance at home

Reduced reliance on welfare and greater tax and NI contributions

Results



Build costs average £18,023

10-year benefits: £101,077

Cost/benefits ratio: 5.6

Results per household type p/a

NHS

**Local
Authorities**

**Central
Government**



£96

£9,218

£0



Benefits in order of importance/impact

- Reducing the cost of care assistance at home
 - Higher disposable income (greater work opportunities)
 - Reduced welfare benefits and greater contribution to tax and National Insurance
 - Improved confidence, independence, and self esteem
 - Greater social inclusion and community participation
 - Delaying the need for permanent residential care
 - Reduction in delay of hospital discharges
 - Reduction in trips and falls in the home
-

Ian, Habinteg tenant



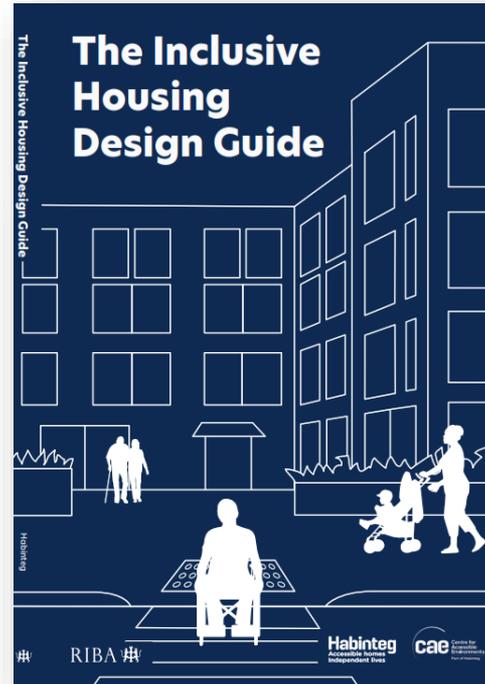
Habinteg and Leeds City Council helped me move from an inaccessible dwelling to a wheelchair accessible home. I can now move freely around my home, cook, do the washing up and relax in the back garden.

It's great to go out when I want to now. My Motability scooter gets me to the shops and I can spend more time with my son. I couldn't really get out to see him before. The wheelchair accessible bungalow gives me the ability to live more independently. Entrances and exits are wider, and kitchen counters are adjustable. Sinks, toilets and wet rooms are easy to get to. Living in a single level home also means I can say goodbye to tricky stairs and broken lifts.

Now, whenever I think of my ideal home, I think, 'This is it. I'm where I want to be'.

Ian Wheaton, Habinteg tenant

A new guide for an inclusive future

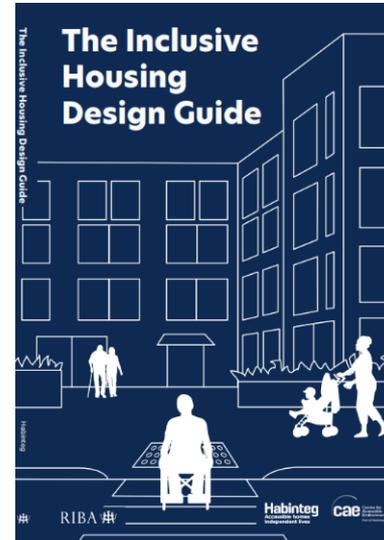


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