

## ANNEX 2: ACTION PLAN

Objective	Expected Outcome	Key Actions to deliver outcomes	Timescales*	Lead Delivery Group/ Officer
<b>1) Ensure residents have access to clear and accurate information on housing and support services so they are able to make informed decisions on their future needs</b>	Residents have an understanding of support services available to enable them to live independently.	Identify and link with key service providers for older people	6 months	Housing Options
	Information is accurate and meaningful to enable elderly residents to make informed decisions.	On-going monitoring of the 'community advice and information' contract	On-going	Adult Services (Kim Wood)
		Feedback from the 'Sheltered Services Panel' on content of information available.	On-going	BCH (Dionne Nicholson)
	Information is easily accessible and available in alternative formats.	Review feedback from 'resident engagement sessions' on data sources preferable for older people and put appropriate plans in place to ensure information is available in a range of formats (e.g GP surgeries)	12-18 months	Housing Strategy

	<p>Blackpool Council's website is seen as being a resourceful tool to access information on housing and related support services</p> <p>Encourages residents to use on-line information to make informed choices about their housing options</p>	<p>Establish a working group to review and update on-line content for the FYI (For Your Information) Community Directory for Blackpool, Wyre and Fylde.</p> <p>Protocols are in place to review content on FYI site to ensure information remains accurate and meaningful</p> <p>Webpage specific for older people</p> <p>On-line training for residents (link into BCH's courses)</p>	<p>12-18 months</p> <p>12-18 months</p> <p>12 months</p> <p>12-18 months</p>	<p>Adult Services (Kim Wood)</p> <p>Adult Services (Kim Wood)</p> <p>Housing Strategy (Amy Atherton)</p> <p>BCH (Dionne Nicholson)</p>
<p><b>2) Deliver cost effective housing related services in a more co-ordinated way for older people</b></p>	<p>Reduce delays with hospital discharge where homes are unsuitable for residents to return to</p>	<p>Work in partnership with Age UK Lancashire to deliver the 'Hospital In-Reach/Take home and Settle' Programme from Blackpool Victoria Hospital.</p> <p>Further work with CCG and Energy Companies to expand the 'Hospital In-Reach' programme under the Warm Homes Discount Initiative</p>	<p>6 months</p> <p>12-18 months</p>	<p>CHiL (Christine Smith)</p> <p>CHiL (Christine Smith))</p>
	<p>Housing activities to support Council, Public Health and CCG aspirations, such as improving health and well-being, community cohesion and reducing isolation.</p>	<p>Ensure frontline local authority and NHS staff are trained to use the Warwick Edinburgh Mental Wellbeing Scale (WEMWBS), a validated tool to measure social inclusion, as part of their assessments and promote practical steps on activities to improve social inclusion.</p> <p>Ensure at-risk groups are accessing socially prescribed activities through 'Healthy Lifestyles' service.</p>	<p>18-24 months</p> <p>18-24 months</p>	<p>Public Health (Judith Mills)</p>

	Advice on housing (including affordable warmth) is available via the 'vanguard programme in order to support vulnerable residents.	Develop linkage with the Vanguard Programme	12 months	CCG (Kate Jackson)
<b>3) Ensure general housing needs stock meets the changing needs and aspirations of older people</b>	An increased choice of quality accommodation available for older people within the Borough.	Explore alternative ways to deliver the Homes Owners Assistance to maximise the number of residents supported through the scheme	12 months	Housing Strategy
	Supports the Council's Plan to 'create stronger communities and increase resilience'.	Blackpool Housing Company to continue investing in the refurbishment of properties to provide high quality, safe and warm homes within the private rented sector	On-going	Blackpool Housing Company
	A regulated private rented sector within the inner areas of Blackpool where landlords are encouraged and supported to let better quality accommodation.	Ensuring appropriate plans are in place to deliver selective and additional licensing schemes effectively. Where appropriate, extend schemes to ensure property standards are retained.	6 months	Jennifer Nicholls - Housing Strategy
		Explore new approaches to deliver discretionary licensing schemes to reduce resilience from landlords, e.g co-regulation	On-going	Jennifer Nicholls – Housing Strategy
Better partnership working with landlords, e.g Blackpool Council representation on the Landlord Forum Committee		On-going	Jennifer Nicholls – Housing Strategy	
A range of support services are available for landlords to encourage better management of properties leading to		12 months	Jennifer Nicholls – Housing Strategy	

		better quality of accommodation available within the private rented sector, e.g. tenant referencing, landlord training		
	Increase in the number of elderly people accessing support with 'affordable warmth' in order to reduce health risks associated with living in poor/inadequately insulated properties.	Develop a campaign that is specifically targeted at older people to encourage them to take up grants to improve energy efficiency of their home	12 months	CHiL (Christine Smith)
<b>4) Ensure older people's homes continue to meet their needs by providing appropriate support and provisions of care</b>	To be an excellent provider of home improvement services (Care & Repair) putting the customer at the heart of everything we do.	Work in collaboration with key partners to continuously explore opportunities to find new partners to deliver joint initiatives which in effect will achieve efficiencies and enable a more sustainable Care and Repair Service	On-going	BCH (Jamie/Alex)
	Elderly people are supported to live independently in their own home where it is possible and reasonable to do so.	Integrate services so that customer experience is of a 'one stop shop'	On-going	BCH (Jamie/Alex)
	Residents are properly informed on the best housing choices suitable in order to meet their changing health needs.	Be proactive in sourcing alternative funding streams to continue the delivery of all Care & Repair services	6 months	Housing Strategy (Christine Smith)
		Be an active member of the Homes Improvements Agency and continuously research best practise	On-going	BCH (Halina Dillon)
		Evaluate all areas of Care and Repair services to ensure they meet the growing needs of local residents , paying	12-18 months	BCH (Jamie/Alex)

	<p>particular attention to feedback from the ‘older persons housing strategy consultation’</p> <p>Training for staff on rehousing options available to elderly residents.</p> <p>Work in partnership with Lancashire Fire and Rescue Service to deliver their Safe and Well Programme to ensure all available resources are utilised and we adopt an holistic approach to service delivery.</p>	<p>6 months</p> <p>12 months</p>	<p>BCH (Halina Dillon)</p> <p>Housing Strategy/BCH</p>
Explore measures available to improve health and well-being of residents in order to reduce demands for adaptations.	<p>Encourage residents to access ‘Health-Work’s’ - a range of services linking health improvement to employment for people to promote mental health and wellbeing</p> <p>Through Vanguard monies, establish neighbourhood teams including health and wellbeing workers to promote a healthier lifestyle</p>	<p>On-going</p> <p>On-going</p>	<p>Judith Mills/Vanda Defreitas</p> <p>Liz – Public Health</p>
Residents are able to have adaptations installed quicker, in particular stair lifts, having a positive impact on the quality of life and improvement with health and well-being	<p>Pilot the new adaptations scheme which adopts a ‘necessary and appropriate’ and ‘reasonable and practicable’ attitude to requests.</p> <p>Include a ‘rapid response’ category within the aids and adaptations procedure to ensure requests for stair lifts are dealt with quicker.</p>	<p>6 months</p> <p>3 months</p>	<p>BCH (Halina Dillon)</p> <p>BCH (Halina Dillon)</p>
Adapted properties in the borough are utilised effectively	Improve links with the hospital to establish an efficient	6-12	BCH (Halina Dillon)

		process where patients homes require adaptations	months	
		Train staff to become Trusted Assessors	6-12 months	BCH – Halina/Jamie
		Continue developing a database of adaptations that have been installed in Council and Housing Association properties	On-going	Housing Options/BCH
<b>5) Improve and make better use of existing sheltered housing stock designed specifically for older people</b>	Sheltered Housing units are meeting relevant NHS, Adult Social Care and Public Health outcomes framework and continue to respond to evolving needs	Review feedback from the Sheltered Housing Customer Satisfaction Survey (2016) to identify if relevant outcome frameworks are being met	12 months	BCH – Dionne Johnson
	Sheltered Housing schemes within the borough continue to meet the growing needs of residents	Review existing sheltered housing schemes to identify potential for improvement or redevelopment	18-24 months	BCH/Housing Strategy
		Determine how Dunsop Court could be better redesigned with the potential to offer ‘higher’ level of support for residents in order to increase its popularity and meet the changing needs of local residents.	12 months	BCH/Housing Strategy

	Sheltered Housing schemes help combat social isolation and promote community cohesion	Consolidate sheltered housing units into smaller areas to create a strong sense of community.	24 months	BCH – Maggie
		Review outcomes of the trial to convert Cherry Tree as fully sheltered scheme.	12-18 months	BCH – Dionne Johnson
		Explore opportunities to increase sheltered housing supply within existing portfolio of properties	On-going	BCH/Housing Strategy
<b>6) Provide a strategic framework for commissioning new specialist housing to meet the growing needs and aspirations of older people</b>	Increased supply of accommodation in the borough that is suitable for older people	Explore funding opportunities available to develop specialist supported accommodation within the Borough	On-going	Housing Strategy
	Developers are clear on what is expected of them in developing new homes and neighbourhoods	Investigate the inclusion in Part 2 of the Blackpool Local Plan to provide a supportive planning policy basis for new specialist housing for the elderly	6 months	Planning Policy – Jane Saleh