

Appendix 5

Evidencing the value of housing related support in services for older people

National policy initiatives

The Coalition Government are in the process of developing their strategies in a number of key policy areas. There are a number of national strategies that the previous government developed that housing related support services contribute to delivering. The devolution of power to local areas from national government involves an expectation that localities will commission and deliver services that contribute toward attaining these targets. In some cases central government will pass legislation or issue statutory guidance to compel local authorities and Health Authorities/Trusts to perform certain functions. Housing related support providers perform an important function in supporting the local authority and primary and secondary statutory health services in meeting the health, social care and support needs of older people.

Below is a list of strategy documents, consultation documents and relevant publications and resources:

Strategy

Building a Society for All Ages

This document from the previous Government gives information on the strategy for an aging society, which sets out a vision for a society where people should no longer be defined by their age but where their skills and experiences are harnessed for the benefit of Britain as a whole.

The Coalition Government have produced the following White Papers which set out their proposals for Health and Adult Social Care which also impact on the delivery of services for older people.

Equality and excellence: Liberating the NHS July 2010

A vision for Adult Social Care: Capable and Active Citizens November 2010

Healthy lives, Health People: Our strategy for public health in England November 2010

The Government has also consulted on

Transparency in Outcomes: a framework for the NHS July 2010 (consultancy closed on the 11th October 2010) this set out 5 domains which included preventing people from dying prematurely, enhancing the quality of life for people with long- term conditions, helping people recover from episodes of ill health and treating and caring for people in a safe environment and protecting them from avoidable harm and looks specifically at older people. The outcomes indicators proposed include healthy life expectancy at age 65, excess winter deaths, those with dementia not staying in hospital longer than those without dementia, emergency bed days associated with acute admission,

percentage of emergency re-admissions, recovered mobility after falls, proportion of people discharged back to normal residence after hospital admission, acute admissions for falls or falls related injury for those over 75 and repeat falls and hip fractures, as well as some specific measures relating to the safety culture for older people. The framework will be supported by the National Institute of Health and Clinical Excellence quality standards that are in the process of being developed, existing ones include providing services for those experiencing strokes and dementia see below The Government's response to the consultation was published in December 2010.

Transparency in outcomes: a framework for adult social care November 2010 (consultancy closed on 9th February 2011) which includes promoting personalisation and enhancing quality of life for people with care and support needs, preventing deterioration, delaying dependency and supporting recovery, ensuring a positive experience of care and support and protecting from avoidable harm and caring in a safe environment. The outcomes measures suggested for 2011-12 include measures drawn from the NHS and other non-council data sources. These include a number of measures that are applicable to services for older people, for example, number of people with long term conditions feeling supported to live independently and manage their condition, proportion of older people still at home after discharge from hospital into reablement/rehabilitation services, emergency bed days associated with multiple acute hospital admissions for over 75s, improving recovery from falls and falls injury, delayed transfer from care, admissions to residential homes and emergency readmissions to hospital, delivering efficient services that prevent dependency i.e. the proportion of council spend on residential care, acute hospital admissions as a result of falls or falls injury for the over 65s and improving access to information on care and support and number of those who are repeat referrals to adult safeguarding services. The Government will be developing new measures for the future it is anticipated these will be non-compulsory but their function will be to support localities in measuring the effectiveness of the services they commission and provide.

The Government is currently consulting on:

Healthy Lives, Healthy People: Transparency In Outcomes Framework December 2010 (closing date 31st March 2011) which sets out proposed public health indicators including health related quality of life for older people, acute admissions as a result of falls or falls related injury for the over 65s, emergency readmission to hospital within 28 days of discharge, excess seasonal mortality and the proportion of council spend on residential care and hospital readmissions.

The DH is working to improve the outcomes of vulnerable groups through the *Inclusion Health Programme*, a National Inclusion Health Board is being established, and whose key role is to champion the needs of the most vulnerable and to address health inequalities among the most disadvantaged.

Further information can be found below:

Building a Society for all Ages

<http://www.hmg.gov.uk/media/33830/fullreport.pdf>

Equality and excellence: Liberating the NHS July 2010

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_117353

Transparency in Outcomes: a framework for the NHS July 2010

http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_117583

A vision for Adult Social Care: Capable and Active Citizens November 2010

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121508

Healthy lives, Healthy People: Our strategy for public health in England November 2010

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121941

Healthy Lives, Healthy People: Transparency In Outcomes Framework December 2010
http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_122962

Transparency in outcomes - a framework for the NHS: Government response to the consultation December 2010 http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH_122947

Sitra's response to consultations can be found at http://www.sitra.org/consultations_and_responses/

Joint Strategic Needs Assessment

The Coalition Government has indicated that Joint Strategic Needs Assessments (JSNA) will not only have an ongoing role but will be central to local commissioning decisions. Local authorities' and Primary Care Trusts have been under a statutory duty to produce a wide ranging and comprehensive JSNA since April 2008. In the Coalition Government's Health and Social Care Bill it is proposed that the JSNA will become the responsibility of the local authority convened Health and Wellbeing Boards which are being placed on a statutory footing. It's role is to become very significant with a statutory obligation that all commissioning Local Authority and NHS will be driven by the JSNA.

The JSNA is defined by the Department of Health (DH) guidance as "a process that identifies current and future health and wellbeing needs in light of existing services, and informs future service planning taking into account evidence of effectiveness".

The purpose of the JSNA is to provide an evidence base that covers all aspects of the local population including health, mental health, housing, education, deprivation, economy etc., which will allow decision makers to see the current areas of highest need, and how these are likely to change in the future. By identifying these diverse needs in a single resource the JSNA enables local partners to work together and coordinate their planning so that their services are better placed to meet these current and future needs. The Health and Wellbeing Boards responsibility for the JSNA signifies a 'step change' the Boards will include GP consortia and in order to achieve better health and wellbeing and reduce inequality it is anticipated that it will require a broader range of contributors than some localities have previously involved.

News links

NEW [Get together on Older People's Day 2010](#) (DWP and Directgov)

Related publications

[Be Active, Be Healthy: A plan for getting the nation moving](#) (DH)

This document establishes a new framework for the delivery of physical activity alongside sport leading up to the London 2012 Olympic and Paralympic Games and beyond. It also sets out new ideas for local authorities and primary care trusts to respond to the needs of their local populations by providing and encouraging more physical activity, which will benefit individuals and communities, as well as delivering overall cost savings.

[Building Britain's Future: New industry, new jobs](#) (BIS)

This document outlines the strategy for investing in Britain's economic and industrial future.

[Caring about Carers: A national strategy for carers](#) (DH)

This document sets out a strategy to acknowledge the value of carers in the community by offering information, support and care to the carers.

[Don't Stop Me Now: Preparing for an ageing population](#) (Audit Commission)

This report looks at the challenges and opportunities facing England as its population gets older. It aims to help local public services adapt to the needs of an older and more diverse society and identifies solutions that can be implemented quickly.

[Empowering Engagement: A stronger voice for older people - The Government response to John Elbourne's review](#) (PDF 814 Kb) (DWP)

This report sets out an action plan to improve the quality of life of older people through their closer engagement with government.

[End of Life Care Strategy: Promoting high quality care for all adults at the end of life](#) (DH)

This publication details the Department of Health's end of life care strategy, which provides people approaching the end of life with more choice about where they would like to live and die. It encompasses all adults with advanced, progressive illness and care given in all settings.

[Health Inequalities: Progress and next steps](#) (DH)

This document outlines the Government's plans to meet the 2010 health inequalities public service agreement targets.

[Helping You Make the Most of Your Money: A joint action plan for financial capability](#) (HM Treasury)

This plan sets out measures to help people manage their money. It will help to deliver the Government and the Financial Services Authority's shared vision of better informed, better educated and more confident consumers, equipped to take control of their finances and play an active role in the financial services market.

[Independent Review of Older People's Engagement with Government](#) (PDF 350 Kb) (DWP)

This document outlines the findings of John Elbourne's enquiry into older people's engagement with Government.

[Lifetime Homes, Lifetime Neighbourhoods: A national strategy for housing in an ageing society](#) (CLG)

This document outlines the Government's plans for making sure that there is enough appropriate housing available in future to relieve the forecasted unsustainable pressures of an ageing population on homes, health and social care services.

[NHS quality standards June 2010 for Dementia](#)

NICE is developing and defining the standards of health care that people can expect to receive. These standards will indicate when a clinical treatment (or set of clinical procedures) is considered highly effective, cost effective and safe, as well as being viewed as a positive experience by patients.

[Living Well With Dementia: A national dementia strategy](#) (DH)

This document sets out initiatives designed to make the lives of people with dementia, their carers and families better and more fulfilled.

[Quality outcomes for people with dementia: Building on the work of the National Dementia Strategy](#)

The Department of Health has revised, outcomes focused implementation plan for 'Living well with dementia: A National Dementia Strategy', which updates the previous implementation plan for the Strategy, published in July 2009.

[National Stroke Strategy](#) (DH)

This national strategy is intended to provide a quality framework to secure improvements to stroke services, provide guidance and support to commissioners and strategic health authorities, and inform the expectations of patients and their families by providing a guide to high quality health and social care services.

[Preparing for Our Ageing Society: A summary of responses](#) (PDF 495 Kb) (DWP)

This publication presents the responses to a consultation on the previous Government's strategy for meeting the challenges of an ageing society.

[Putting People First: A shared vision and commitment to the transformation of adult social care](#) (DH)

This ministerial concordat establishes the collaboration between central and local government, the sector's professional leadership, providers and the regulator. It sets out the shared aims and values

that will guide the transformation of adult social care, and recognises that the sector will work across shared agendas with users and carers to transform people's experience of local support and services.

[Working Together for Older People in Rural Areas](#) (Cabinet Office)

This report examines evidence on the social exclusion experienced by older people in rural areas and identifies examples of innovative service delivery that can make a real difference in these areas.

Related links

[Age Positive](#) (DWP)

This campaign is tackling age discrimination and promoting age diversity in the workplace. This page gives more information.

[The Local Innovation Rewards Scheme](#)

This scheme was introduced to replace the Beacon scheme in identifying excellence in local government from which others can learn. This page gives more information.

[Concessionary Bus Fares](#) (DfT)

This page gives details on concessionary fares schemes that offer discounted travel on local public transport for older and disabled people. Bus travel remains the most used form of public transport, especially by older people. The current Government stated in the Comprehensive Spending Review in October 2010 that concessionary bus fares would continue.

[Department for Work and Pensions: Pensions reform](#) (DWP)

This page gives information on the Government's reform of the UK pensions system, including the Pensions Act 2007, the Pensions Bill and deregulatory review.

[Department of Health: High quality care for all](#) (DH)

This page gives information on high quality care, including the quality framework, which will support local clinical teams to improve the quality of care locally. It also covers the National Quality Board and commissioning for quality and innovation.

[Dignity in Care Campaign](#) (DH)

This page gives information on a campaign to eliminate tolerance of indignity in health and social care services through raising awareness and inspiring people to take action.

[Equality and Human Rights Commission](#) (EHRC)

This is the home page for the Equality and Human Rights Commission, which works to create a fairer Britain and a society without prejudice, to raise awareness of human rights and to implement an effective legislative framework for the future.

[Free Swimming Programme](#) (DCMS)

From 1 April 2009, almost 300 local councils are providing swimming free of charge for people aged 60 and over, and more than 200 are offering free swimming to those aged 16 and under. This page gives more information.

[Intergenerational Demonstrator Programme: Generations together](#) (DH)

This page gives information on a programme to generate wider interest in intergenerational work. It links to a prospectus, a list of FAQs and an application form for local authorities to submit expressions of interest, in partnership with third sector organisations, for funding to develop demonstrator sites of intergenerational practice.

[LinkAge Plus](#) (DWP)

LinkAge Plus pilots are providing older people with access to a wide range of more integrated, joined-up services, including housing, transport, health and social care, work and volunteering opportunities. This page gives more information.

[Our Health, Our Care, Our Say](#) (DH)

The Our Health, Our Care, Our Say white paper set out a vision to provide people with good quality social care and NHS services in the communities where they live. This page gives more information.

[Partnerships for Older People Projects](#) (DH)

This page gives information on the partnerships for older people projects programme. The aim of this programme is to deliver and evaluate locally innovative approaches aimed at creating a sustainable shift in resources and culture away from institutional and hospital-based crisis care for older people towards earlier, targeted interventions within their own homes and communities.

[The Equality Act 2010](#) (Government Equalities Office)

This page gives information and background documents on the new Equality Act which updates, simplifies and strengthens legislation designed to protect groups and individuals from discrimination.

[Train to Gain](#) (BIS)

This page gives information on Train to Gain, the national skills service that helps employers to improve the skills of their employees.

[UK Older People's Day 2010: Events](#) (DWP)

Many local authorities use Older People's Day to profile the breadth of opportunities available to older people in their area and to provide information and advice on their services and increase citizen engagement. This page allows local authorities to register details of any events they are organising under the Full of Life banner for Older People's Day 2009. It also allows them to have this information promoted to the general public via a map on Directgov. The page also gives more information about UK Older People's Day, which aims to raise the profile of the issues surrounding older people and the ageing society

National indicators

Under the previous Government Local Authorities had to report performance on 189 indicators, although the Coalition Government have dispensed with this requirement, these indicators have informed the local priorities set and some of these indicators are included in the proposed health and adult social care outcomes framework (see earlier). There are a number of national indicators that older persons services can contribute to, which are listed below. There are the two which are seen to relate to the Supporting People programme NI 141 and 142 of which **NI 142: The percentage of vulnerable people who are supported to maintain independent living**, will be a measure for older people being supported to remain in their own homes or maintain independence in sheltered accommodation. Of the remaining indicators, **NI 139** is important in that it will measure the numbers of people over 65 who say they have received what they need in order to exercise choice and control in order to live independently.

NI	Definition	Substantial contribution	Partial contribution
119	Self-reported measure of people's overall health and wellbeing	✓	
120	All-age all cause mortality rate		✓
121	Mortality rate from all circulatory diseases at ages under 75		✓
122	122 Mortality from all cancers at ages under 75		✓

123	16+ current smoking rate prevalence		✓
124	People with a long-term condition supported to be independent and in control of their condition	✓	
125	Achieving independence for older people through rehabilitation/intermediate care	✓	
127	Self reported experience of social care users		✓
128	User reported measure of respect and dignity in their treatment	✓	
129	End of life access to palliative care enabling people to choose to die at home		✓
130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)		✓
131	Delayed transfers of care from hospitals	✓	
134	The number of emergency bed days per head of weighted population		✓
135	Carers receiving needs assessment or review and a specific carer's service, or advice and information		✓
136	People supported to live independently through social services (all ages)		✓
137	Healthy life expectancy at age 65	✓	
138	Satisfaction of people over 65 with both home and neighbourhood		✓
139	People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently	✓	
142	Number of vulnerable people who are supported to maintain independent living	✓	

Resources evidencing the value of services for older people

Financial Benefits Model

The **CLG** have commissioned a tool to enable local authorities to evidence the **financial benefits** of housing related support. National research has demonstrated considerable savings as the provision of housing related support services can prevent the use of most intensive costly public services. The financial cost and net financial cost benefit of the Supporting People Programme for older people is:

Client group	Supporting People Funding £m	Net Financial Benefit £m
Total SP Programme	1,612	3,409
Older People - Sheltered	198.2	646.9
Older People – Very Sheltered	32.4	123.4
Older People - Floating Support	97.3	628.0
Total Older People Services	327.9	1398.3

The tool can be found at:

<http://www.communities.gov.uk/publications/housing/financialbenefitsguide?view=Standard>

The **Social Return on Investment (SROI)** programme enables commissioners and providers to calculate the social return that investing in services provides. Information on the programme and tool can be found at: http://www.sroi-uk.org/component/option,com_frontpage/Itemid,65/

The **Department of Health** in its **Care Services Efficiency Delivery** programme has produced case studies demonstrating savings made by investing in support related housing services. Case studies are available from:

<http://www.dhcarenetworks.org.uk/csed/supportRelatedHousing/?parent=5322&child=5324>

Any report utilising the above tools will be more compelling if real life case studies are included, where it has been demonstrated that individual’s outcomes have been enhanced due to their personal receipt of housing related support services.

General resources

- The full list of national Indicators
<http://www.communities.gov.uk/publications/localgovernment/finalnationalindicators>
- A comprehensive list of all Local Area Agreements (LAAs) by region, up to and including the 2010 refresh can be found at: <http://www.idea.gov.uk/idk/core/page.do?pagelId=8399555>
- ROCC has an on line tool which is a guide to the NIs chosen by local areas in the South East. The tool enables providers to see which NIs specific client group services contribute to.
<http://www.rocc.org.uk/static/documents/Local%20Area%20Agreements%20Indicators%20Tool.xls>