



Norfolk County Council



# ***Living Well***

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# ***Homes for Norfolk***

Developing extra care housing in Norfolk:

**Position statement**

**July 2018**



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## Purpose

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Norfolk County Council's (NCC) extra care housing (ECH) Programme is designed to provide suitable housing for people over the age of 55 whose current home no longer best meets their needs, enabling them to remain independent in their local communities. There could be several reasons for people moving to ECH, such as:

- Social isolation
- A desire to downsize into a more manageable property
- The assurance of security and easy access to care and support
- Having a care and support need.



### A note on terminology

Extra care housing (ECH) is the term used nationally to describe housing for people that supplies some care provision and offers self-contained accommodation with staff available twenty-four hours a day.

Housing with Care is a term Norfolk County Council uses to describe its current provision of extra care housing.

For clarity, only extra care housing will be used throughout in this document.

ECH schemes are made up of flats that are rented or owned by individuals who require a level of care. Individuals renting a flat may be able to claim housing benefit, subject to having their eligibility confirmed, for the rent of the accommodation. Because of the additional service charges incurred by ECH schemes the rent (and service charges eligible for housing benefit) may be higher than the Local Housing Allowance (LHA) rate. These higher costs may result in the rent being more than the LHA cap.

However, ECH schemes are classed as exempt accommodation under the housing benefit regulations. This means that claims for housing benefit are not capped to the LHA, or subject to bedroom tax. The resultant rent and service charge for the ECH accommodation will still need to be reasonable and in line with local market rents. Local district housing officers will be responsible for assessing the reasonableness and setting the appropriate rate of housing benefit. The housing benefit position statement will provide a foundation for a consistent approach to the application of variation to LHA rent cap in respect of ECH accommodation.

## Summary

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The ECH Programme intends to increase the pace and quantity of units being delivered across Norfolk. Led by NCC staff, the programme will work closely with developers, providers and district/ borough/ city councils to understand any current barriers to delivery and systematically remove them.

## Delivery

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NCC is exploring several delivery routes to support the growth of ECH including a possible capital grant process for the development of affordable rent units and the use of public sector land. Details of these options will be released in the Autumn.

## Eligibility

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ECH is available to people over the age of 55 who have a connection to the area local to each development. Depending on the scale, location, and stated purpose of individual ECH communities, further eligibility requirements based on care and support needs will be defined by the Council for those properties for which it will have nomination rights. The eligibility requirements are necessary to make the required 24/7 emergency care and support service affordable.



ECH works for people with a care and support need. A balance of low or no care needs, medium care needs and high care needs will be maintained. Broadly, this will be 30% Low; 30% Medium; 40% high.

## Nomination

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For the affordable units in the schemes supported by this programme, NCC will retain nomination rights and the split of care needs across the bandings, for these units, will be:

Low	Medium	High
4-8 hours	9-12 hours	13+ hours

Once residing in ECH, it is expected that an individual's needs will be met regardless of changes in their circumstances so that the likelihood of a future move to another type of accommodation is minimised.

## Key features of extra care housing

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ECH is attractive, self-contained housing that is designed to enable people to retain their independence in their own home for as long as possible. The units should be designed to incorporate the 16 Lifetime Homes Design Criteria. These are criteria that can be universally applied to new homes at minimal cost. Each design feature adds to the comfort and convenience of the home and supports the changing needs of individuals at different stages of life. Lifetime Homes are all about flexibility and adaptability; they are not 'special' but are thoughtfully designed to create and encourage better living environments for everyone.



The size and location of ECH communities will be determined by site availability and local demand, but need to be close to local facilities such as shops, GP surgeries and bus routes. Schemes should generally be no smaller than 60 units for reasons of affordability and ability to create and support an active community.

ECH schemes can include a variety of features depending on the scale, location and stated purpose of individual developments. These features include:

- provision of communal space for social activities;
- a dining room and meal service;
- appropriate staffing areas for 24/7 care support

Schemes can also include other features which may vary depending on the location of the scheme:

- amenities such as hairdressing,
- fitness suite,
- consulting rooms and
- GP or other health services.

Furthermore, ECH schemes have the potential to become a focal point for community health services, outreach services and intermediate/reablement care where this is deemed appropriate for the locality.

ECH communities will offer a full range of tenures to appeal to older owner occupiers in Norfolk and to meet the needs of those who need or prefer to rent. Tenure mix will be dependent on development viability, local planning requirements and other issues such as whether the scheme has received any grant funding from NCC.

## Demand

To establish the demand for ECH in Norfolk, a demand analysis has been produced looking at projected demographic growth of over 65s over the next 10 years. In addition to this there is an ambition to increase the number of people that are supported in ECH, preventing avoidable admissions into residential care.



The Housing LIN (Learning and Improvement Network) has developed a national equation for quantifying the amount of ECH needed (25 places per 1000 over the age of 75) and we also recognise the national drivers around ECH and its importance in the future care of our elderly population.

Therefore, being mindful of national need targets, population increases specific to Norfolk and an ambition to support more people to remain independent, we predict the need for the following ECH provision by 2028. Figures will continue to be refreshed during the programme.

### Extra care housing Demand 2028:

District	Population estimate over 65	Prevalence of need <sup>1</sup>	Minus existing supply	Unmet need 2028	Affordable rent	Outright sale/shared ownership
Breckland	42,000	572	54	518	207	311
Broadland	39,600	548	70	478	191	287
Great Yarmouth	28,100	375	65	310	124	186
King's Lynn and West Norfolk	46,600	622	70	552	220	332
North Norfolk	40,200	556	70	486	194	292
Norwich	24,300	318	180	138	55	83
South Norfolk	40,200	549	189	360	144	216
	<b>261,000</b>	<b>3,540</b>	<b>698</b>	<b>2,842</b>	<b>1,135</b>	<b>1,707</b>

<sup>1</sup> (factor 25) + 20% reduction in Residential care placements (all ages)

## Care service provision and costs

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As part of the ECH programme provision of 24/7 care and support will be based on site. This is to ensure that emergencies and any planned care required outside of normal working hours can be delivered. There are many different approaches to delivery of this service depending on the scale, location and stated purpose of discrete ECH communities.

NCC is passionate about the personalisation agenda and client choice. Therefore, in schemes supported by NCC direct payments will be the preferred method of care delivery with individuals deciding whom shall provide their care. Where a client is unable or unwilling to have a direct payment NCC shall commission their care for them. Our default position in this circumstance shall be to purchase the care package from the onsite care provider.

Each scheme must have a clear break down of care services and costs, this should include provision of a 'wellbeing charge'. Essentially the 'wellbeing service' is a 24/7 emergency or unplanned care service that is provided and available for all residents of the ECH scheme separate from any social care assessed personal care need.



## Gateway system

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A gateway system will be used to monitor the progress of ECH schemes through the development process. The gateway system provides a means of managing and planning capital resources around a measured and consistent monitoring of projects, both through the grant or public-sector land process.



## Next steps

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More information on the programme will be available in Autumn 2018. However, we are keen to hold discussions now with developers and providers regarding any opportunities that are available.

If you would like a discussion regarding this programme, please contact the team at:

[livingwell.homes@norfolk.gov.uk](mailto:livingwell.homes@norfolk.gov.uk)

