



**EXTRACARE HOUSING
IN
SOUTH GLOUCESTERSHIRE**



BRIEFING GUIDE
EXTRACARE HOUSING

CONTENTS

1. Introduction	Page 3
2. ExtraCare – The Concept	Page 4
3. Developing ExtraCare Housing	Page 4
4. Planning Policy	Page 6
5. Partnerships	Page 7
6. Design	Page 8
7. ExtraCare Design	Page 8
8. Design Standards and guidance documents	Page 12
9. Delivery of Care and Support	Page 13
10. Useful contacts	Page 14
11. Acknowledgements	Page 15

1. INTRODUCTION

South Gloucestershire Council has a strategic aim to enable the delivery of ExtraCare accommodation as an effective housing with care solution for Older People. Underpinning this commitment is the provision of a wider choice of tenure to match the increasing demographic change of Older People in South Gloucestershire.

This guide aims to provide clarity of policy and approach for all parties and to promote a framework to ensure high quality sustainable design and service delivery.

The guide contains a range of information and references to take account of current planning policy, partnership arrangements, design issues and the delivery of care and support services. It is recognised that development often requires wide ranging discussion. Some issues may not present obvious or standard solutions. Therefore this guide is not intended to be prescriptive.



2. THE CONCEPT

ExtraCare Housing

ExtraCare Housing design should enable individuals to live in self-contained flats or chalets within an environment that promotes privacy, comfort, support and companionship. Extra care should also enable lives that are active and independent by readily accessing high quality care and support services and social activities.

Commensurate with its location, ExtraCare Housing should incorporate a range of communal facilities all of which can be used as a social and health resource for older people and promote integration with the wider community. ExtraCare Housing should promote a vibrant and inclusive environment attractive to older people considering a life style choice. This can be achieved by attractive design and maintaining balanced communities of older people, making sure that schemes remain flexible enough to serve older people with a range of personal, social, and care needs.

South Gloucestershire Council aspires to work in successful partnerships which will provide high quality, vibrant, safe, attractive, sustainable and well designed accommodation which creates a positive and enabling environment for leaseholders and tenants.

3. DEVELOPING EXTRACARE HOUSING

Age demographics and home ownership

- Older People over the age of 65 represent 18.5% of the total population in South Gloucestershire. Projected to increase to 25.5% by 2030
- In terms of home ownership, 76% of people aged between 65 and 84 and 67% of people over 85 own their own home.
- Just under a third of older people live alone.

Care and income issues

- Current estimates are that just over 28% of older people are unable to manage at least one self-care activity on their own. Projections show a 70% increase by 2030.
- 11% of older people provide unpaid care to a partner, family member or other person.
- 30% receive state pension plus one other benefit excluding Housing Benefit leaving 70% in receipt of both private and state pensions.

Statistics Projecting Older People Population Information – Institute of Public Care, see: www.poppi.org.uk

Demand for ExtraCare Housing in South Gloucestershire

When considering demand and need for older people's specialist housing Local Authorities have traditionally focused on social housing data obtained through the housing register or other data such as the delivery of social care in a particular area.

There is a generally accepted view, recently publicised by central government and driven by the knowledge of an increasing older population, that there is a large underdeveloped market for specialised housing offering a range of tenures including, leasehold, shared ownership, private rented as well as affordable/ social housing.

When considering demand and need it should be kept in mind this sector differs fundamentally as it is driven either by choice to downsize or a need to consider alternative supportive housing because of health or social care needs.

However, it is important to access data that can inform any business plan decision. To assist with this future demand for ExtraCare Housing services can be projected from a number of sources. These include:

- Joint Accommodation & Care Strategy (March 2006)
- @ Shop Toolkit developed by The Housing Learning Improvement Network (December 2011)
- Community Care & Housing Home Care Data
- Statistics Projecting Older People Population Information – Institute of Public Care
- 2011 Census

In addition to data gathered from sources above, a report entitled "Understanding the demand for ExtraCare Housing" by Trimmer CS Housing Consultancy for the Department of Health concluded that actual demand was directly linked to public understanding of the service as well as the availability of sites. In other words demand for ExtraCare has the potential to grow rapidly as people become aware of it as a housing option.

Identification of sites

Information regarding potential sites can be obtained by contacting the South Gloucestershire Strategic Housing Enabling team. Contact details are at the end of this brief.

In addition, to meet emerging need, the South Gloucestershire Core Strategy policy CS20 - ExtraCare Housing - identifies three new neighbourhoods where ExtraCare will be provided. These areas are:

1. Cribbs/Patchway New Neighbourhoods Policy CS26
2. East of Harry Stoke New Neighbourhood Policy CS27
3. North Yate New Neighbourhood Policy CS31

Detail is available on the South Gloucestershire public website:
www.southglos.gov.uk

When considering a potential site the following should be taken into account:

- Understanding the current accommodation and care provision and the role of existing Home Care services. This information is available from the Strategic Housing Enabling Team.
- Mapping existing integrated health & social service provision.
- Popularity of the area and the number of home owners in receipt of care services.
- Opportunities for social interaction and effective links to local amenities, shops, and public transport.
- Green and attractive surroundings.

4. PLANNING POLICY POSITION

Use Class

Regard will be had to the nature of the scheme to determine whether it comes within category C2 or C3 of the Use Classes Order and is subject to the provisions of Policy CS18 in relation to affordable housing provision.

South Gloucestershire Council Core Strategy – Housing policies

In order to assist in meeting emerging need, and creating sustainable, inclusive and mixed communities, the provision of ExtraCare Housing will be required in South Gloucestershire following the requirements of Core Strategy policy CS20.

It should also be noted that through Core Strategy policy CS18, the Council will seek 35% affordable homes to be delivered on site, including ExtraCare sites (where viable and appropriate). The affordable housing should be provided as a mix of dwelling types and tenures to meet identified housing need. Further advice on the implementation of these policies will be set out in the Affordable Housing and ExtraCare SPD.

Pre-application discussions

If you have an enquiry relating to a proposed ExtraCare scheme, whether it is a stand alone scheme or one that forms part of another site, please contact the ExtraCare Programme Officer in the first instance. In addition it is recommended you:

- Contact the Area Manager of the Council's Development Services and Major Sites Team to establish what information is required to engage in pre-application discussions. Note that currently pre-application advice is free of charge to West of England Housing Delivery Panel members when affordable housing is being provided as part of the application.

- Please have regard for the Council's Statement Community Involvement (SCI) Local Development Document as this sets out the Council's requirements regarding public engagement:
www.southglos.gov.uk/Documents/PTE080288.pdf

5. PARTNERSHIPS

West of England Housing Delivery Panel

The West of England Housing Delivery Panel (HDP) is a group of housing organisations selected through an OJEU compliant process to deliver market housing, affordable housing and specialist housing including ExtraCare and Rural housing across the four Unitary Authority (UA) areas of the West of England. For South Gloucestershire the HDP replaces the development partnerships of Homes West and the South Gloucestershire Housing Partnership.

The HDP is divided into 5 lots, and membership of each lot is according to the type of services the organisations have been selected to provide. The HDP is operational from October 2011 to September 2015.

A principal aim of the panel is to significantly increase the supply of high quality, sustainable market and affordable housing to meet identified needs through increasing efficiency, innovation and collaborative working within the area.

The HDP members have signed up to meet the West of England housing service standards and therefore any housing delivered through the HDP will be to the standard required. Where a developer chooses an alternative provider or manager or wishes for an alternative provider or manager to be considered they must demonstrate compliance with these standards.

South Gloucestershire will promote the HDP members to developers/housebuilders for the provision of new housing in the District including housing delivered through the planning process. For ExtraCare specific provider/managers are on Lot 4 of the HDP:

- Leadbitter Group
- Knightstone Housing Association
- Brunel Care
- Somer Housing Group
- Housing 21
- North Somerset Housing

Please see Useful Contacts on page 14 for further details.

6. DESIGN

South Gloucestershire Council acknowledges that there are challenges associated with delivering good quality and well designed accommodation. However, the Council wishes to ensure that ExtraCare accommodation maintains longevity in terms of appearance; cyclical maintenance; running costs; responses to climate change and adaptability to meet future lifestyles and technologies throughout the life of the building.

In recent years a number of key design principles have been developed in response to raised awareness of the need to offer a wider choice of specialised accommodation for Older People. As an overall design statement, South Gloucestershire would support the design aspirations of the “Housing our Ageing Population: Panel for Innovation” (HAPPI 1) and in particular the recommended 10 components of design found on page 38 of the report:

http://www.housinglin.org.uk/library/Resources/Housing/Support_materials/Other_reports_and_guidance/Happi_Final_Report.pdf

The Strategic Housing for Older People Resource Pack (SHOP) December 2011, developed by the Housing LIN and authored by the Institute of Public Care, provides further design characteristics and use of space specifically for ExtraCare housing.

7. EXTRACARE DESIGN

Apartments:

- Ensure the area provides a safe, comfortable space, maximising natural light, provides manoeuvrability, adequate storage and where possible a pleasant outlook;
- The issue that an individual's care needs will change over time and that the space should facilitate that individual to as far as possible remain in their own home;
- In terms of size the Schedule of Accommodation from the ‘Design principles for ExtraCare’, published by the Care Services Improvement Partnership, recommends a mixture of one bed (2 person) flats (min 54m²) and two bed (3 person) flats (min 68m²);
- En-suite bathroom or wet room.

Common Parts:

Should consist of at least the facilities listed below, appropriately sized to the normal occupation of the building and should form the core of the building and be centrally located to minimise walking distances.

- **Communal rooms** need to be flexible in use but need to avoid becoming capacious and impersonal spaces. They need to create ‘cosy’ inviting areas for smaller groups of residents. To this end designers should give consideration to breaking up larger rooms into

informal but distinct areas that would be attractive to small groups of people. The rooms should also be designed for use by the wider community;

- **Entrance foyer** - should provide an immediate impact of activity and a welcoming atmosphere. The scheme manager's offices should be visible and easily accessible to visitors and residents;
- **Main lounge** - potential to be directly linked to the foyer area. The addition of a small coffee bar/bistro provides additional attraction and encourages activity throughout the day;
- **Restaurant** – Should be located close to the main foyer of the scheme to enable easy access for both visitors and residents of the scheme. The design and decor should encourage use and make the “eating experience” an enjoyable occasion;
- **Catering facilities** – should be sufficient to provide a daily meal to residents and visitor;
- **Assisted bathroom**
- **Laundry** – for use by both residents and care staff;
- **Adaptable communal space** – that could accommodate a variety of uses such as hobbies and social activities, meetings, training, well being/health gym;
- **Hair salon** – often one of the most successful services in an ExtraCare scheme, often well used by the local community as well as the residents;
- **Office accommodation** - for the coordination of care and support;
- **Electric buggy/wheelchair store**
- **Residents' sub-lounge (s)** – areas found beyond progressive privacy;
- **Refuse/recycling room**
- **Guest suite**
- **Shop** – dependant on location



Design Aspirations

New development should contribute to local communities, local businesses, and local facilities, enhancing the sustainability of that neighbourhood and ensuring a positive future for its residents.

Security

- The principle of progressive security is supported to create a balance of the various areas required for residents, staff and the wider community.
- Adequate front door provision which gives two way access - in other words, open two way access entrance during working hours and one way secure intercom or fob system out of office hours.
- Minimise restrictive locking system in corridors, staircases and communal space. This would ensure that residents can move around freely without creating an institutional environment.
- Maximise the use of outside space by providing seamless access from indoors.

Outdoor Space

- Maximise the use of outside space by providing seamless access from indoors.
- Provision of adequate and appropriate seating arrangements.
- Provision of a garden which meets the needs of residents – e.g. with potting sheds, greenhouses, raised bed planters.

Sustainability

South Gloucestershire Council is committed to integrating the principles of sustainable development into its policies, programmes and decision making processes so that services can be delivered in the most sustainable way.

It aims to promote the highest sustainable quality of life and environment, without compromising the ability of future generations to meet their needs.

South Gloucestershire would expect development partners to aspire towards achieving the BREEAM multi-residential aiming for Excellent, which nearly, not quite, complies with Code for Sustainable Homes Level 4. The code requires that the design of the buildings and the layout of the site be considered across the following topics: energy use, carbon emissions, water, materials, run-off, waste, pollution, health and wellbeing, management and ecology.

Affordable running costs

The design, installation and management of energy efficient and affordable utilities are crucial to the continuing success of ExtraCare Housing.

Sustainable energy supply should be incorporated with the intention of minimising or eliminating the use of fossil fuels and reducing carbon emissions.

Environmental sustainability

Needs and aspirations of residents will change in time, design should take into account "future proofing" to allow for the addition of new technologies

All design and technologies that effect how the home works must be designed and installed so that they can be easily managed by residents or alternatively, do not require their attention at all.

Designing for Dementia

Older people with dementia suffer from a reduced capacity to judge risk and foresee danger; forgetfulness is another issue which could lead to danger in some areas. They will typically suffer from confusion and may not react well to change.

Scheme design should ensure that features are incorporated to aid with recognition and familiarity, carefully designing the circulation spaces through the scheme to avoid repetitive corridors, and adding focal items to identify location, floor level, and to define public and private spaces.

Thought must be given to the layout of the schemes and exits should be clearly signposted.

Technology is available to be able to remotely monitor residents with dementia, e.g. their movement patterns and appliances, without affecting other residents. Hence, the ExtraCare housing schemes should also include Category 5 cabling in each flat, in the communal areas and in the scheme so that monitoring equipment can be added or adaptations are easily done at a later date if necessary. Not only will this minimise any potential disruption for the resident(s), this should also assist in acceptance by other residents as there can be a perceived safety risk of residents with dementia.

Safeguarding of the all residents is paramount and whilst design can assist in many ways, it is fundamentally the manner in which the care and support service is delivered that will have the greatest benefit.

Designing for Hearing Impairment

Most people will suffer from a hearing impairment as they grow older. The following may assist in scheme design:

- The installation of hearing aid devices such as induction loops in communal lounges
- Sound separation is important between flats where e.g. TV/speech volume levels may be higher than normal
- Consider the sensitive location of noisy rooms such as plant, lift motor, and laundry rooms away from living and particularly sleeping areas
- Careful use of building and finishing materials to reduce sound transfer.

Designing for Cultural Diversity

Schemes should be designed or have the ability to be adaptable to incorporate aspects of home life for those older people from minority ethnic groups.

South Gloucestershire will continue consultation with Black and Ethnic Minority groups in order to check for any other specific needs.

Further information can be obtained from the South Gloucestershire Council as well as NHS South Gloucestershire's Black and other Minority Ethnic Group. This group works to encourage and empower people to access services and to ensure that adult health and social care services meets peoples' culturally appropriate needs.

8. DESIGN STANDARDS AND GUIDANCE

Construction and building standards:

- Area needs to be a minimum of 1.5 - 2 acres/or 1 hectare. A sustainable scheme will usually consist of 50 to 60 units of accommodation with a range of communal areas appropriate to the location.
- Sites also require sufficient landscaped / recreation areas as well as adequate parking and vehicle turning areas. Further advice can be obtained from the Council's ExtraCare Programme Officer.
- Recommendations and design aspirations set out in the Housing our Ageing Population: Panel for Innovation published in December 2009.
- Housing Design principals for ExtraCare (February 2008) PRP Architects for the Department of Health.

Please also refer to:

"The Design Principles for ExtraCare" - Factsheet no. 6, New Edition 2008 - Housing Learning & improvement Network

Approved Document M (2006 Edition) - The Stationery Office

Homes and Communities Agency – Design and Quality Standards, April 2007.

A Guide to Assisted Living - Royal Institute of British Architects and published by the Homes and Communities Agency

9. THE DELIVERY OF CARE & SUPPORT IN EXTRACARE



Creating a real community

The on site care and support service will provide flexible, person-centred care and support with a focus on maintaining independence and dignity. This will include care and support for people with a range of needs and will provide opportunities for social activities, including the type of social and leisure opportunities available to the general population.

It is recognised due to the range of tenures available in ExtraCare that some of the older people who move in may consider the provision as a long term solution and initially require limited care and support.

Commissioning of care and support services in private sector developments

In the past the authority has commissioned the on site care and support services required for nominated tenants in ExtraCare by developing a detailed Service Specification and tendering for the services they require following assessment under the Fairer Access to Services criteria (FACS).

As the majority of units in private sector developments will be owner occupied it is the Council's intention to commission care services for those who are FACS eligible and have been nominated by the authority to any affordable units agreed on the scheme.

Process

In order to gain full support for any proposed ExtraCare development and to ensure clarity in terms of service quality and affordability, early consultation with the South Gloucestershire Community Care & Housing Contracts Department is recommended.

This would provide an opportunity to discuss:

- advice regarding existing providers and desired outcomes,
- the number of potential South Gloucestershire nominees,
- the existing service specification,
- unit prices and affordability,

A copy of the South Gloucestershire Care & Support Service Specification is available on the South Gloucestershire website at:

[http://www.southglos.gov.uk/ Resources/Publications/HSG/08/0200/HSG-08-0022](http://www.southglos.gov.uk/Resources/Publications/HSG/08/0200/HSG-08-0022)

10. USEFUL CONTACTS

ExtraCare Programme Officer

Telephone 01454 865599 or e-mail extracare@southglos.gov.uk

South Gloucestershire Council

Children, Adults and Health Department

Badminton Road Offices, Yate, South Gloucestershire BS37 5AF – Telephone 01454 868005

West of England Housing Delivery Panel – Lot 4 members

Leadbitter Group: nick.jenkins@leadbitter.co.uk

Tel: 01454 774 794

Knightstone Housing Association: caroline.hughes@knightstone.co.uk

Tel: 01934 524300

Brunel Care: staylor@brunelcare.org.uk

Tel: 0117 914 4221

Curo Housing Group: jane.alderman@curo-group.co.uk

Tel: 01225 366 008 or

james_bullivent@curo-group.co.uk

Tel: 01225 366098

Housing 21: stuart.moran@housing21.co.uk

Tel: 0370 192 4518

North Somerset Housing: jon.hobbs@alliancehomes.org.uk

Tel: 01275 398 182

11. ACKNOWLEDGMENTS

“The Design Principles for ExtraCare” - Factsheet no. 6, New Edition February 2008 - Housing Learning & improvement Network

Putting Older People First in the South West - A regional Housing Market Assessment (November 2008)

Sunderland City Council – Enabling Independence August 2011

Statistics Projecting Older People Population Information – Institute of Public Care