

# **MAKING HOUSING ADVICE WORK FOR OLDER PEOPLE**

**Information and housing advice for older people**

**Report of the one day conference held on 24<sup>th</sup> November 2003 for  
the Housing and Older People Development Group**

Supported by:



# MAKING HOUSING ADVICE WORK FOR OLDER PEOPLE

Housing and Older People Development Group: Conference report for  
24<sup>th</sup> November 2003

## Contents

1.	Introduction	p.3
2.	Background	p.4
3.	Overview of Government policy and priorities – <i>Stephen Ladyman MP (Minister for Community – Department of Health)</i>	p.5
4.	Current initiatives – <i>Jane Minter ( Housing 21)</i>	p.10
5.	Workshop discussions ( <i>policy</i> )	
	5.1. Developments in housing advice services for older people – <i>Jenny Pannell and Andrew Van Doorn(hact)</i>	p.13
	5.2. Supporting housing advice services for BME elders – <i>Dee Springer (Frontline Housing Advice)</i>	p.15
6.	Housing advice and the Third Age Service – <i>Mark Heholt (Head of the Third Age Service - DWP)</i>	p.17
7.	Care direct (Plymouth) - <i>Carole Northmore, Ian Hay &amp; Debbie Butcher</i>	p.20
8.	HOPDEV information and advice programme – <i>John Galvin (Elderly Accommodation Counsel) and Joe Oldman (Help the Aged)</i>	p.22
9.	Question time session – <i>expert panel</i>	p.25
10.	What did you think? – <i>feedback from delegates</i>	p.30
11.	Appendices	
	a. Housing and older people advice and information	p.32
	b. Speakers and workshop leaders contact details	p.36
	c. Delegates list	p.40
	d. UK Housing advice consortium for older people	
	e. Information about HousingCare.org (attachment)	p.42

Report compiled by Margaret Wallace and Joe Oldman (December 2003)

## **Acknowledgements**

The conference was sponsored by the Office of the Deputy Prime Minister, the Department of Health and Help the Aged.

Andy Lawson was conference co-ordinator. Thank you to Andy and all the staff at SITRA for ensuring the day went smoothly.

The conference programme was devised by Margaret Wallace, John Galvin, Joe Oldman and other members of the HOPDEV working group.

Thank you to Helena Herklots for chairing the day.

We would like to thank all the speakers and workshop leaders for giving up their time and energy to make the conference such a success.

Also thank you to everyone who provided information stalls, which were an important element of this event.

## 1. Introduction

*'Making housing advice work for older people'* was organised by HOPDEV to:

- launch the HOPDEV directory of housing advice and information services for older people and to – encourage dissemination;
- provide agencies with an opportunity to discuss and debate the latest policy developments in the field;
- give a basic overview of the range of specialist services available to housing advisors and advocates;
- encourage greater co-operation and collaboration within the sector;
- consult on the future of the HOPDEV information and advice working group and to consider the need for an independent consortium of agencies.

We hope that our conference fulfilled at least some of these objectives. From your feedback we know the conference was well received and of practical use. It has highlighted that there is an urgent need for generalist advice agencies to obtain further information and training on specialist housing advice for older people. We are hoping that the success of this conference will allow us to organise some further regional events for agencies unable to travel to London.

From the feedback we received there did not seem to be any demand for a specific consortium of agencies representing the sector. However the work programme will continue to be carried out by HOPDEV and we would encourage interested agencies to take part in the information and advice working group – please get in touch.

We will stay in contact with you and keep you up to date with our work and we would appreciate your continued feedback on the relevance of this work to older clients using your services.

Joe Oldman (Help the Aged – HOPDEV member)

Email: [joe.oldman@helptheaged.org.uk](mailto:joe.oldman@helptheaged.org.uk)

December 2003

## 2. Background

In 2001 the Department of Health (DoH) and the Office of the Deputy Prime Minister (ODPM) set up the Housing and Older People Development Group (HOPDEV) to monitor and help develop the Government's strategic framework, set out in 'Quality and Choice for Older People's Housing'. One of the key aims of the group is to 'Consider practical ways to develop and enhance advice, information and advocacy services, both nationally and locally, for older people and their carers to help them in making choices about housing, care and support options.'

HOPDEV currently has 4 main priorities:

- Information and advice services
- Housing provision for BME elders
- Influencing the Regional Housing Boards
- Housing discrimination and older people

For further information visit the ODPM website <http://www.odpm.gov.uk> and look under: Housing policy > Accommodation & support for community care and special needs groups.

If you would like further information about the housing information and advice work of HOPDEV or would like to get involved in our work contact:

John Galvin – email: [john@e-a-c.demon.co.uk](mailto:john@e-a-c.demon.co.uk) or phone 020 7820 1343

Joe Oldman – email: [joe.oldman@helptheaged.org.uk](mailto:joe.oldman@helptheaged.org.uk) or phone 020 7843 1576

### **3. Overview of Government policy and priorities – Stephen Ladyman MP (Minister for Community)**

(Full transcript of the Minister's speech)

Good quality information and advice is vital if we're to improve the delivery of specialist housing services for older people. I'm delighted that this conference has been organised by the Housing and Older People Development Group (HOPDEV). Unfortunately because of pressures of my diary I could not be with you in person today. I'd like to start by saying how much we appreciate all the work HOPDEV do as champions for improving housing for older people and their role in helping the Office of the Deputy Prime minister (ODPM) and the Department of Health (DoH) in developing better joined up policy.

(3.1. Progress on home care)

The Department of Health increasingly recognises the importance of housing based solutions for older people with care needs including, in some cases, as an alternative to a care home. The recent publication of the '*Personal Social Services Performance Assessment Framework*' for 2002/3 shows encouraging upward trends in older people receiving intensive levels of home care and, more broadly, older people helped to live at home. We know that we cannot continue to make good progress without the contribution of housing. We've shown our commitment by setting up an extra care housing fund of £87 million over the 2 years, 2004/6. By earmarking funding for the first time from the Department of Health, for Home Improvement Agencies (HIA) of £91.5 million over 2003/6.

(3.2. Change Agent Teams)

By recognising, along with the ODPM, the need for better partnerships on the ground not only between health and social care but with housing. This is reflected in many of our policy documents such as the '*National Service Framework for Older People*'. By setting up the Change Agent Teams Housing Learning and Improvement Network, to offer tools and support to health and social care commissioners in understanding housing and improving housing services in the holistic commissioning practices.

(3.3. Older people's strategies)

The contribution of HOPDEV, for example, through the guidance on preparing older people's strategies, which it commissioned - published by the ODPM and the DoH jointly at the end of 2002 - is a very valuable tool to help link up health, social care and housing strategies for older people. We know that housing and related solutions can be vital for preventing hospital admissions and maintaining the independence of older people. By providing a vital piece of help, a home adaptation or improvement, we can maintain the individual's health and ensure their care needs can be met outside acute hospitals and nursing homes. Good information about housing solutions is vital for helping people remain independent and for those who have more intensive needs which cross the boundaries of health care and housing.

### (3.4. Effective choice for older people)

You'll also know that choice in the use of public services is an important current theme for the Government and occasionally a subject of lively debate. This is not a theme we dreamt up for ourselves but a response to a real demand. We don't want merely to refer to public service users by a different terminology, such as customers, but to ensure they have effective choices. A precondition of achieving choice for older people is to provide good advice and information. That is one reason why I welcome this very timely conference. I really do want to encourage practitioners and advisors, like yourselves, to work with older people and their carers so that in future they can have the type of information they want about the services they need in the form they want and when they want it. It is very encouraging to me to know the level of interest and the fact that you are willing to give time and effort to this. Let me assure you that I and my Ministerial colleagues will continue to be interested in the outcomes from this conference and in future work flowing from it.

### (3.5. Improved access to services)

Choice should not be seen as a luxury. It's not about optional extras but it is about engaging the older person in decisions about their care and about their life. It means recognising that the person is often the best judge of their own need for care and support. The importance of such decisions in terms of the persons quality of life, their health and their ability to live independently does not perhaps need stating in this audience. But all providers and commissioners and policy makers sometimes need to be reminded of it. Choice and engaging the person in decisions are vital, but choice is not an end in itself. The objective should be to improve access to services, including access for those groups or individuals who are currently disadvantaged or excluded. That is one reason why I'm pleased that the objective of this conference is information and advice. Particularly where the services needed by an older person are provided by different agencies. The necessary information may not be simple. Good explanations by care workers or other staff members in discussion with the person must play a pivotal role. I also recognise the essential role for agencies whether sponsored by central or local government or others who specialise in giving information and advice both directly to older people and to those who deliver care and support. At local level voluntary and community groups play an essential role in this way. I'm very pleased that some of them are represented at today's conference.

### (3.6. Direct payments)

Most health, social care and housing services are commissioned by publicly accountable bodies, but are not directly funded by service users. If choice means looking at more than a limited pre-determined menu, then older people should be engaged in service development and involvement. There should be recognised ways of feeding back to local service commissioners information about unmet needs or inappropriate services. That said I believe there is scope in the future for a major extension in direct payments for older people enabling more of them to purchase social care personally but with public funding. This too will work well only with good advice and information and available services, including information about quality and value for money.

### (3.7. Fragmented services)

The intelligent older consumer of care and support may well be very demanding of information in 10 years time. I want to set that as an additional challenge for you to think about during this conference. I'm pleased that you are not considering information and advice about housing for older people in isolation. There is good evidence that older people want greater advice about the range of options to meet their needs for housing, care and other services. Research suggests that older people themselves would like to see better integration, health, social care and housing services are fragmented and confusing; more accessibility, as access can be confusing with long forms, multiple providers and being prepared to provide repeat information many times. More responsiveness to individual need is a common complaint made worse by the fragmentation of services. Services may be provided in response to a crisis rather than when the need arises. Public providers sometimes compare unfavourably with good private sector providers and could learn from them. Greater enabling - many able older people would like to contribute more in terms of work and volunteering. But current service provision can make this difficult. Simply providing information and advice in a more integrated way will not resolve all of these problems overnight but it can help a great deal from the perspective of older people. It can also help health, social care and housing services to work more closely together in partnership, as they are helped to focus more on the individual older persons needs.

### (3.8. Better Care Higher Standards)

This joined up approach to providing information and advice is reflected in *Better Care Higher Standards* the long term care charter. The charter is jointly sponsored by the DoH and ODPM. It requires a commitment by local councils and the National Health Service jointly to provide good information about long term care services, including housing and it is broader than simply publishing information in local charters. Guidance on the 2<sup>nd</sup> and 3<sup>rd</sup> year of BCHS charters (in LAC 2001/6) envisaged a comprehensive information strategy to be agreed by the 3 agencies for inclusion in 2002/3 charters. This should cover training of frontline staff in providing basic information about services, improving accessibility of information, via voluntary groups, libraries and other advice points. Using electronic media, one stop shops, which might take different forms covering health, care, housing and benefits for people with long term care needs. The charter is currently under review, let me say that preliminary findings suggest that local charters are valued as an information tool which can be applied across health, social care and housing.

### (3.9. Third Age Service)

We are also working closely with other Government departments including the DWP, which sponsors the Third Age Service. The Pension Service is already working with a range of partners to provide a dedicated holistic service to older people This is in line with the 2001 manifesto commitment that the Government would develop an integrated Third Age Service to provide a joined up gateway to health, housing, transport, financial benefits and social care for older people. A future Third Age Programme will provide the holistic information that older people need to ensure they have choice and control over the services they use. Holistic joined up services represent good news for service users and offer opportunities to make significant in-

roads into pensioner poverty and the concomitant deterioration in health that researchers identified. A Third Age Service will support healthier life styles for older people by ensuring they can access a full range of services, realising a series of outcomes such as an elimination of poverty in old age, reduction in admission to hospital, more preventative health care, reduction in falls and strokes and increased physical activity. Government, central and local public services cannot do everything in this area. Inclusion of voluntary groups, information and advice networks will reach many more older people and more effectively.

(3.10. Role of e-government)

This is very much the approach envisaged for the Third Age Service, I'm pleased to see this reflected in the agenda and the participants for this conference. I'm sure that many of you will be aware of the agenda for e-government. This is one aspect, but an important one, of a strategy for an integrated approach to information. The main target is to help local government achieve a 100% capability in electronic delivery of priority services by 2005 in ways that consumers will use. This initiative carries funding with it, £175 million capital from the ODPM in 2004/5 and £96.5 million capital in 2005/6. And it's strongly focused on improving services and outcomes in 7 shared priority areas. These include improving the quality of life for older people. This agenda is not exclusively focused on web surfer and email users, but does include other forms of access, such as one stop shops for face to face customer contact This should very much complement other initiatives that I've mentioned and there is an opportunity for local communities so that they can use better information to improve services. I'm sure that housing services are involved in many areas. Where that's not the case I hope they will be.

(3.11. New initiatives)

I know that this event has been timed to coincide with 2 initiatives. The first a new directory of information and advice aimed at helping older people find the appropriate information on housing matters - there cannot be enough emphasis placed on the need for comprehensive information and advice to make a real difference to people's lives - and secondly a revised website called HousingCare.org. These two initiatives are the result of a strong partnership between EAC, Age Concern, Help the Aged and others who have pooled resources to make a practical difference to older people and service providers.

(3.12. Partnerships - mobility and rural housing)

Let me finish with some examples of how I believe housing is making an increasing contribution as part of the partnership that can help improve older people's lives. The Seaside and Country Homes (SCH) scheme was created in order to free up accommodation within London by encouraging pensioners to move from family sized housing to bungalows and flats owned by SCH in seaside and rural areas. The scheme is for people aged 60 and over who live in London and are either tenants of a London borough, the City of London Corporation or are in London housing associations that participate in the HOMES mobility scheme. SCH owns about 3,200 properties and has about 250 vacancies a year.

### (3.13. Role of Home Improvement Agencies)

I know of the role Home Improvement Agencies (HIA) can play both in information and advice and facilitating home improvements and adaptations for older people. This helps older people with care needs and contributes to reducing fuel poverty among older people, helping them to maximize their income, to access grants for heating and insulation and to maintain good health. A truly person focused service which needs to be valued and encouraged. And thirdly I recently visited a number of extra care housing schemes for older people. One was home to a woman who was blind, incontinent and needed to be fed in her own home to maintain her privacy and dignity. Each of these examples involves some degree of complexity. They show the importance of information and advice and their potential to improve services and the quality of life for older people.

I wish you a very good conference.

#### **Points raised in discussion**

- There was some concern that none of the delegates had come into contact with local charters under the Better Care Higher Standards initiative. This seemed to indicate that there needed to be better communication with the housing advice sector.
- The Department of Health is providing £28 million under the Extra Care Housing Fund. The Department have already received over 90 bids. A further £59 million will be made available next year.
- There was a concern that the Minister's discussion of choice was unrealistic and misleading with the limited resources available in the sector.
- E-government and one-stop shops will not meet the need of many vulnerable older people. There needs to be more funding from the Government for face to face advice for the most frail and vulnerable. A recent Joseph Rowntree Report has confirmed the importance of face to face advice and advocacy. (<http://www.jrf.org.uk/knowledge/findings/socialcare/623.asp>)
- The Government wants to increase the number of older people receiving direct payments for care. However, older people need more information and advice about what they are purchasing.

## **4. Current initiatives – Jane Minter (Housing 21)**

(Summary notes)

### **4.1. Four main areas in which older people want help**

- Advice on moving – often round a crisis (e.g. bereavement)
- Advice on staying at home – and being able to deal with disrepair, adaptations, benefits etc
- To know their options – should I move or should I stay at home, what are the implications. This is a key area for information and advice services
- General housing issues – housing rights, housing benefit and income issues

### **4.2. What do older people want?**

- Information – where to go, what are the options?
- Advice – the best alternative
- Practical support – help with moving, finding a new home, sorting finances
- Holistic services – services that link health care, transport, income and poverty

### **4.3. Where do older people go?**

- To housing advice agencies – local authorities, housing advice services or voluntary organisations such as Shelter. Are these geared to meet the needs of older people?
- Generalist agencies – e.g. CABs, able to provide signposting to intensive support
- Home Improvement Agencies – if there is one in the area, able to offer a range of support services enabling older people to remain in their own homes
- Voluntary and community groups – such as local Age Concern groups, BME community organisations - often the first point of contact
- National agencies – Age Concern, Help the Aged, Shelter, Elderly Accommodation Counsel who provide a range of telephone and letter based services
- Relatives and friends – often the first point of contact for older people. Services must reach friends and relatives as well as older people.

#### **4.4. Problems for older people when seeking advice**

- Low level of awareness (and hence usage) of specialist advice agencies
- Use of informal advice – especially relatives and friends
- Expectations on local councils as ‘official’ bodies
- Needing more than just advice – especially when making major decisions. Older people also need support with healthcare, income, transport etc
- Face to face contact – and home visits
- Black and minority ethnic groups have significant difficulty – traditional services are not always appropriate, they often rely on their own community for advice and support.

#### **4.5. Current Initiatives**

- Help the Aged – have a programme of tackling housing advice for older people. This includes funding local initiatives, testing new solutions and support for the infrastructure
- *Should I Stay or Should I Go?* – funded by Help the Aged and run by Care & Repair England, 6 demonstration housing options services.
- Elderly Accommodation Counsel – promoting housing and care options through an internet based service, Housing Options on line (funded by the Housing Corporation). Offers a range of services including individual advice, searchable databases, knowledge base and housing appraisal tool.
- Home Improvement Agencies – about 250 across the country, providing a range of services for older people. Many have diversified from providing advice for home owners on adaptations, repairs etc to a whole range of services including handy person and hospital discharge schemes
- Frontline Housing Advice – providing intensive face to face support and advice service for BME communities in London. Providing a range of culturally appropriate services and links to local groups. Frontline have been concerned that many older people were not using their services and therefore have recently undertaken a research project to look at how advice services for BME communities can be improved
- ‘Third Age’ service – led by the DWP with links to other government departments. Aims to build on existing services in a locality rather than develop new services, so older people have a single point of contact whether their concerns are about housing, health, social care or income. No specific services have yet been set up although DWP has taken over Care Direct, previously run by the DoH.

#### **4.6. Issues for advice agencies**

(based on research carried out by Jenny Pannell for Help the Aged)

- Policies and strategies for older people – many advice agencies did not have policies for older people
- Monitoring of age – many did not monitor the age of people using their service. There is a need to collect good statistics.
- Signposting and impact – How do older people come to the service, does it meet their needs?
- Limited outreach and home visits – resources will always be difficult, we have to think creatively
- Skills sharing – the aim of today is to share knowledge and skills
- Unmet needs – especially among BME groups - the traditional service is not always appropriate
- Feeding into policy - gaps should be fed into the local and national policy agendas.

#### **4.7. In conclusion - future issues to be addressed**

- Supporting agencies to develop better services for older people – the important role of sharing information and working together
- Enabling older people to know what exists – How do we do this?
- Role of government and local councils. The local authority ought to be the key local agency. Are local authorities developing strategies for older people?
- Longer term resourcing issues – particularly acute for small local agencies.
- Linking to the national agenda – How can choice become more of a reality for older people?

## **5. Workshop discussions (policy)**

### **5.1. Developments in housing advice services for older people – Jenny Pannell and Andrew van Doorn**

#### **5.1.1 Overview**

The workshop started with a brief overview of housing advice services for older people.

- Many advice services are fragmented across a range of voluntary and statutory agencies and rely on short-term funding.
- This has led to patchy provision though there are some very good local initiatives.
- There seems to be a low take-up of advice services with older people being mainly reliant on informal sources (family, friends, etc.) of advice that raises the question of both quality and impartiality of the advice given.
- Poor availability of advice for hard to reach groups, such as those from BME communities, rural areas, in the private sector or those with poor literacy, dementia, or learning disabilities.

Housing information, advice and advocacy for older people is delivered through a range of agencies and approaches.

These include:

- phone help lines (e.g. Seniorline, Shelterline, EAC);
- drop-ins (e.g. local Age Concerns) and surgeries (e.g. at older people's day centres);
- home visits (popular with older people but labour-intensive and costly, though volunteers can help with this);
- publications (local, and national like the new Directory);
- and web-based materials (e.g. EAC).

In nearly all cases the older person, or someone on their behalf, has to know what services are available and make the initial contact to obtain information and advice.

#### **5.1.2. Future issues**

Some of the future issues for housing advice include:

- co-ordinated services, local and national partnerships

- impact of government initiatives:
  - Third Age Service.
  - Community Legal Service Partnerships.
  - Supporting People.
- older people's and homelessness strategies, health initiatives,
- better signposting between agencies (already a requirement for CLSP agencies), a single gateway through the Third Age Service;
- more accreditation and quality marks (alongside the contract culture); and mergers and rebranding (e.g. Housing Justice),
- and the possibility of fewer smaller/local providers

All these are changes taking place in the voluntary sector as a whole, not just for information and advice services.

### **5.1.3. Feedback from discussion: key points**

- Wide support for the proposal to establish a housing advice for older people consortium
- Interest in the idea of branding or badging to help with recognition
- Widespread concern that we should not be trying to 'reinvent the wheel' and therefore need more information on good practice from elsewhere in developing advice services for older people
- Agreement that provision of housing advice services is patchy; lack of knowledge about what is available; concern at the lack of services to refer people to, in areas with poor provision; particular problems for organisations working across more than one local authority area
- Need to find ways of consulting and engaging with older people about what they want in the future and their role in developing and planning services
- Positive feedback on the implementation of Supporting People in some local authorities, and the opportunities this provided for developing housing advice
- Positive feedback on quality marks and improving quality of information and advice, but concern at some organisations (especially smaller ones) being excluded from the CLS Quality Mark

- The need for information and advice providers to feed back on policy issues to housing and support providers, because older people could not have real choice if the housing and services they need are not available in their area
- The need for specialist agencies to provide holistic services and understand the map of resources available locally
- Concerns about insecure and short-term funding for voluntary sector advice work
- Widespread call for there to be a Minister for Older People who can champion the development of housing advice, information and advocacy within government.

## **5.2. Supporting housing advice services for BME elders – Dee Springer (Frontline Housing Advice)**

Dee identified 3 critical headings affecting advice services for BME elders:

### **5.2.1. BME elders are not on any agendas, political, policy, public, housing, advice, age.**

- They are not an homogenous group and have very little in common
- What do we mean by BME elders (pensioners, those in need, 50+)?
- All the research says be aware of BME elders but information is not being collected, analysed or disseminated.
- The myth that the black community looks after its own has been contradicted by research for a long while. The needs remain hidden.
- Deliberate under-resourcing of BME organisations. This is now beginning to change.

A second set of factors:

### **5.2.2. BME elders themselves**

- The majority are with their communities and are living in poverty, with lower employment histories, the worst housing and dependent on means tested benefits.
- They do not speak 'official' English (often heavy accents and lack reading skills).
- They often lack numeracy skills (especially women who have never had control of money)
- They do not understand the concept of 'rights' etc
- The extent of the fear of officialdom

- The position of BME elders in the community – isolation and having to use (eg) grandchildren as interpreters etc.

### **5.2.3 Four organisational factors affecting BME rights and entitlements**

The attitude of frontline staff and officials – do they get impatient etc – institutional racism, how is this being monitored?

The way organisations shield themselves e.g. by writing in ‘official’ language

The environment. BME elders assume BME organisations are for the younger generation.

### **5.2.3 How do BME elders get access to services – how accessible is the literature? What welcome do they get?**

The following points arose from the discussions:

- BME elders do not want to share information because they do not want to share the power that goes with it (information is power). Dee felt there are very simple ways of getting the information out, but it would mean a radical change to the power base.
- Organisations such as Shelter are seen as part of the official network, not interested in BME elders and, some say, institutionally racist.
- Service user led feedback is needed.
- BME organisations used to be champions for the community. Dee felt they have lost their way in order to get grants.
- There is value in organisations working in partnership – larger organisations empowering smaller groups. Partnerships should be based on business principles.
- BME groups should be interested in working with national organisations because they have the power and the information.
- The government is working towards dismantling inequalities.

## **6. Housing advice and the Third Age Service – Mark Heholt (Head of the Third Age Service – DWP)**

*(Transcript of presentation)*

*(6.1. Service title)*

What is the Third Age Service? There was some discussion this morning about the title of Third Age Service and a number of people said that they didn't much like it. I can reveal now that neither does my Minister. He has said on occasions that if we have a title for something that the man or woman in the pub doesn't understand then clearly, we've missed the mark. Delegates have an opportunity to suggest what we should call it - although I'm not sure I'm convinced by the suggestion of 'Purple'.

*(6.2. Role of the voluntary sector)*

The Third Age Service is and has to be a partnership – a partnership between the local authorities, the Pension Service and the statutory authorities. But I think we need to go much wider than that. The voluntary sector plays an absolutely crucial role in local areas. It would be a great pity if we didn't tap into the expertise the voluntary sector brings with it. There may also be links that we ought to be building with the private sector - but perhaps that's a slightly different question.

*(6.3. Joint working)*

We are talking about partnerships not building a brand new organisation with its own staff, its own buildings, logo and all the rest of it, which I think some people once thought we might be doing. I don't think that's what we are doing. What we are saying is there are organisations, voluntary sector, local authorities, private sector, and government agencies. All of which are doing fantastic stuff, in some cases. What's not happened so far, in lots of areas, is that it hasn't been brought together in a way that maximises the potential available. Joint working with partners - both in designing the strategic approach that we want to take - and also the actual delivery. In the South West (one particular manifestation of this) we've got joint teams which are primarily made up of local authority staff and Pension Service staff - although we are very interested in how we can involve the voluntary sector. That particular model has a joint management team and staff are co-located.

*(6.4. Different service models)*

We are trying to work on IT that will work in a more effective way than it has done in the past. That's one model, but I want to make sure that I'm clear that we don't want to deliver one single model and try to impose that on a national basis. I'll come back to what I think the Government can insist on, or seek to insist on. But one thing I should be clear on is we are not trying to be prescriptive.

*(6.5. Point of contact)*

One point of contact: if there is one thing we know that older people say to us time and again in report after report it is they absolutely hate being shoved from pillar to

post. And who can blame them because we all hate being shoved from pillar to post. For example I was told that if you are bereaved (which can happen at any age but more often to older people) you may have to contact 15 different organisation precisely at the point in your life when you feel least capable of doing so. So that's something we really have to sort out.

(6.6. No duplication)

No duplication: we know that older people hate showing organisation after organisation their documentation. They hate sending them to the DWP offices because they think they will get lost, and who's to blame them for that? So we really need to find a way around this. I'm sure I'm preaching to the converted here but this is an acknowledgement from the DWP (an acknowledgement that we've been slow to make in the past) that we really need to up our game in working with others.

(6.7. Benefits take-up)

Increased benefit take-up - absolutely central to the DWP at the moment of course because we have a target for Pension Credit, but we're not just fixated on Pension Credit. We will be told, I'm sure, by everybody that there are things just as important if not more important, Attendance Allowance, Council Tax Benefit – Council Tax being a slightly controversial subject at present. So benefits across the board.

(6.8. Manifesto commitment)

There is a manifesto commitment, which I won't bother reading out but I will say congratulations to all of those who lobbied so hard to ensure there was a manifesto commitment. Manifesto commitments are marvellous things to those who are interested in those they refer to because they concentrate Government minds very hard indeed. And I think it is to the credit of organisations such as those represented here, that there was a Labour Party manifesto commitment, and I'm sure you will be lobbying other parties to ensure they will have a similar commitment. Why have a Third Age Service at all? There is a manifesto commitment which very much focused minds.

(6.9. Meeting targets)

We need to join up - we know from research report after research report that older people are demanding of Government benefit take up. We can't deliver the kind of target the Government has set itself in relation to Pension Credit in particular unless we work with partners. We reckon that 20% of the eligible population are hard to reach or are reluctant to claim. Unless we utilise the expertise and skills of people here, of BME groups and so on, we won't get that. Consistent quality of service - again something older people tell us they want.

(6.10. Reaching the vulnerable)

Reaching the most vulnerable - I think it wasn't so very long ago that Government officials would stand here at the behest of Government and tell you that there was no such thing as poverty. There most certainly is and it is our business to get to the most vulnerable. So where are we? As I said before and I'll say again and make no apology for saying it again, we recognise that the DWP and its agencies are not the

lead here. It's probably fair to say and I hope others would accept that actually primary tier local authorities hold centre stage here, Government can certainly help to facilitate things but local authorities hold centre stage and the Pension Service and voluntary organisations and potentially the private sector can coalesce around and work together with local authorities holding that central fulcrum role

#### (6.11. Verification protocols)

Change in regard to legislation on claims and payments - I 'm sure you are aware that until recently only DWP staff could take claims for DWP benefits and verify evidence and so on. That's absolutely ludicrous and we're trying to do something about that. We've already made legislation that allows partner organisations to take claims and verify documents. And we have in fact today started a pilot with Age Concern in the South West where they will be taking our claims and verifying them and the objective is to look at that evaluation over the next 3 to 4 months and to roll that out nationally next year. And we are also piloting something similar with local authorities.

#### (6.12. Cross government agenda)

Cross government agenda – you may or may not know there is a cross Whitehall government committee on older people made up of a number of Cabinet Ministers. Our Cabinet Minister Andrew Smith is actually the chair, although it could have gone to any department. It could have gone to the Department of Health or ODPM. I think the key point to note is that we need to remind ourselves that this should be across Whitehall and beyond, I won't go into detail about this. The Senior Cabinet group is supported by an official's group which we are about to revive at a very senior level and we are inviting Age Concern and Help the Aged to be on that.

#### (6.13. Delivery outcomes)

We recognise, as I said earlier, that the Third Age Service will look slightly different in each local authority area. I think it would be foolhardy to say the least, for me to try to lay down a blueprint and say everywhere will look precisely like this. What I think the Government can do is to set out explicitly what it expects every area to deliver in terms of outcomes but not to specify service design. Nevertheless we need commitment to a consistent outcome we can't be laissez faire. Overall this is in line with the Prime Ministers 4 principles of public service, which you may be aware of. As I said before the DWP is one partner in this. We are not trying to dominate. The Welfare state is very complicated and we know by definition it has to be complicated. Where it should not be complicated is for the older person or for customers more generally so what we want to do is to build a system where the complication is behind the scenes and for the customer it is very simple and straight forward.

## **7. Care Direct (Plymouth)**

(Summary notes)

The session went on to discuss the Care Direct model and its relationship to the Third Age Service model.

### **7.1. Overview**

- Information and advice service with 4 main areas of focus: Money and benefits; Housing needs; Community health and Social Care Needs.
- 6 pilot areas for Care Direct: Bristol; Bournemouth; Gloucestershire; Somerset; Devon; Plymouth
- Plymouth Care Direct was within Social Services but was stand alone. Initially it had a small budget and little publicity.
- Offers a single point of access for older people. High satisfaction from clients by offering a seamless service. Provided benefits for all agencies involved.
- Offers outreach and home visit which are appreciated by older people who prefer face to face contact.

### **7.2. Specific initiatives**

- Set up two key initiatives: preventative minor adaptations and hospital discharge scheme.
- Offers a fast track to minor adaptations to prevent accidents. This enabled clients to be taken off lengthy occupational therapy waiting list who didn't need to be on them. 59% of jobs were completed within 10 days. It is hoped that this can be improved as the scheme develops.
- Set up a hospital discharge scheme. Care Direct was able to bring together all the relevant agencies. Referral to the scheme came mainly from physiotherapists, occupational therapists, social workers and nurses. The scheme had 58 referral and saved 103 bed days, at a conservative estimate.

### **7.3. Lessons from Plymouth Care Direct**

- Despite understandable suspicion, agencies need to give this model a chance to work.
- Partnership arrangements can work well if there is consultation
- Consultation should always come first before the development of services.

#### **7.4. Discussion and feedback**

- There was concern that a Care Direct pilot set up in Exeter led to the cancellation of funding for Age Concern groups providing advice and information services. Age Concern has worked co-operatively but referrals have increased with no additional funds.
- Mark Heholt said that there were limits on what central Government could impose on local authorities in regard to funding decisions. He said there was a need for greater efficiency and less duplication in the sector. The DWP is making some funding available under the Third Age Service Development Fund for benefit take up and related capacity building in the voluntary sector. There will be £20 million available over the next 2 years. The criteria for this funding is being discussed with 'Partnerships Against Poverty' which involves representatives from Age Concern.
- The Third Age Service is more concerned with outcomes rather than prescribing a specific model for advice services to older people. Care Direct provides one model but there is no blueprint for the delivery of the Third Age Service. The University of Kent, Personal Social Services Research Unit will soon be publishing an evaluation of the Care Direct model ([www.pssru.ac.uk](http://www.pssru.ac.uk))
- The DWP accepts that the service offered to BME elders is poor. However, Birmingham University are about to publish research which will form the basis for an action plan to address this problem. The DWP will be consulting on this with BME agencies as part of the 'Partnership Against Poverty Group'.
- The workshop discussed whether some older people might be reluctant to access the Third Age Services because they are not independent. It was argued that unless there was a separate funding stream for independent advice services the voluntary sector would lose out to Government services. There need to be further incentives to ensure the diversity of services.

## **8.) HOPDEV programme and the challenges ahead - John Galvin (Elderly Accommodation Counsel) and Joe Oldman (Help the Aged)**

*(Summary notes)*

### **8.1. The work of the HOPDEV information and advice group**

#### **a.) The HOPDEV approach**

- The housing information and advice group are promoting a collaborative, partnership approach to taking forward its work e.g. housing advice directory.
- HOPDEV has consulted about its work on information and advice over the last 18 months, including a special seminar in March.
- All delegates have copies of the objectives and practical action we would like to carry out – feedback is welcome.

#### **b.) Issues raised during consultation**

- Difficult for older people and their friends and relatives to identify sources of housing advice and information.
- Need to establish an identity or brand that is relevant to older people and helps them locate services.
- Importance of meetings and events is to ensure that housing advisors and advocates are aware of the full range of services available to older people.
- Role of affordable specialist training for advice workers in this area.
- Making mainstream housing advice services more accessible to older people.
- Collecting accurate information about the needs of older people and identifying their specific needs.

#### **d. Consortium approach**

- How do we develop the HOPDEV work programme?
- Proposal for having a much broader group of agencies involved in this work and to establish an alliance or consortium of agencies to take things forward. But why?
  - independent voice representing the sector that is able to respond to new developments in the sector such as the Third Age Service.

- democratic and open forum for any agency supporting the key aims and objectives.
- seminar early in the New Year to discuss how the Consortium would operate and feed into the Housing and Older People Development Group.

## **8.2. Challenges ahead in the delivery of housing advice to older people**

### **a. Limited resources**

Resources are a high priority on nearly everybody's agenda for example:

- Services to the BME community are non-existent. Frontline a specialist housing advice agency for BME groups in London is struggling for survival.
- The *Should I Stay or Should I Go* pilots established by Care and Repair England to advise older people on their housing options are operating on a shoestring and the future is unclear.
- Home Improvement Agencies have received a significant injection of funding through Supporting People but the capacity on the ground needs to be great to impact on levels of disrepair.
- The Elderly Accommodation Counsel delivers a service to over 10,000 new people a year but has had to artificially suppress demand by limiting promotion of our service to cope with existing demand.

### **b. Competing priorities**

- There are a variety of services provided for different client groups. Who's to say which kind of service is more valuable? And on what basis do funders decide who they support?

### **c. Change in the sector**

- If we are to rise to the challenge of working in a more collaborative way, to deliver services more effectively to more older people, that very probably means changes for our organisations

### **d. Better resourced sector**

There is potential for a better resourced sector but we need to address some key aspects:

- We need to make information and advice sexy to both traditional and commercial funders - and Government. We need to link the 'problems' of older age with what we do.

- We need to market services better and highlight how they can transform people's lives.
- We also need to adopt a customer focus. How can we make our services more accessible and intelligible from the older persons perspective?
- Be less parochial - ageing is universal - across all cultures, lifestyles or levels of affluence.
- Ensure we're Involving older people
- We need greater efficiency – for example how can we pool information, knowledge and expertise and support each other in working with clients.
- Need to feel we're in a growing confident sector in order to deal with the bigger picture and the challenges presented.

### **e. Elderly Accommodation Counsel and Housing Options Online**

'Housing Options Online' aims to:

- set an ethos and a common initial approach to working with older people that puts them in the driving seat (HOOP self-appraisal tool);
- pool, organise and make readily available information resources - to each other, as well as directly to older people, families, carers & non-housing specialists;
- help us know each other and our areas of expertise, and make ourselves available to each other to help deliver more confidently to clients;
- help older people find us;
- get user input from older people;
- and promote the sector, in all its diversity.

## **9. Question time session**

*(Panel discussion – summary)*

### **9.1. Role of Home Improvement Agencies**

**Anita Wright (Anchor Staying Put Brighton and Hove)**

**Q:** *Does the Panel think there is a greater role for Home Improvement Agencies in providing Information and Advice on whether to stay or move.*

**Maureen Bell (Foundations)**

**A:** Home Improvement Agencies are increasingly talking to their clients about their housing options. There has always been a tendency to keep people in their own homes, and this is what most people want. However if this is not suitable the HIA has a duty to help them move on.

**Steve Ongeri (Housing Corporation)**

**A:** Home Improvement Agencies – encouraged by the Housing Corporation - have an important role in intermediate care. They have a very important role in advising older people in staying or moving but the need for this advice is often triggered by a crisis. It would be good if many of the advice services we have heard of today became part of the mainstream – things that older people thought about earlier – not just in a crisis.

**Anita Wright (Anchor Staying Put Brighton and Hove)**

**Q:** *Could I ask Mark Heholt if Home Improvement Agencies (HIA) could become part of the Third Age Service?*

**Mark Heholt (Third Age Service - DWP)**

**A:** Definitely, yes. Up to now the Third Age Service has been thought of in a very narrow way. Government is keen to bring together organisations, including HIAs.

### **9.2. National information and advice strategy**

**Sheelah Watson (Age Concern Kingston upon Thames)**

**Q:** *What are the prospects of a national information and advice strategy, particularly one that stresses the importance of independent advice?*

### **Mark Heholt (Third Age Service - DWP)**

A: There is much to commend government setting out minimum requirements and encouraging local authorities to deliver them. However central government must be careful in giving local authorities too much direction. The balance needs to be right.

### **Steve Onger (Housing Corporation)**

A: It is good to have what local authorities want but it is more important to build accredited tools that older people themselves want. Older people's needs are not always the same as the professionals.

### **Maureen Bell (Foundations)**

A: Government's role should be about ensuring quality of service rather than who should provide advice and where.

### **Sheelah Watson (Age Concern Kingston upon Thames)**

A: The fundamental point is not about who should give advice but about the fact that older people want an independent service. Older people find it difficult to get truly independent advice that they can trust. To support diversity and to support independent services does not imply you are being too directive.

### **Mark Heholt (Third Age Service – DWP)**

A: We must make sure we can work in partnership and maintain the role of independent advocacy.

## **9.3. Quality advice**

### **Statement from the floor**

*There are a couple of lessons to learn about government assured quality of advice. The CLS Quality Mark is very good but it excludes a whole range of organisations. It has meant that people from excluded communities (BME, disability, refugee etc) have no where to go to get quality advice. Quality advice goes with quality support and training of advisors. The lead has to come from government departments.*

### **Sheelah Watson (Age Concern Kingston upon Thames)**

A: There is no obligation on government departments (e.g. Care Direct) to be CLS accredited. Different rules apply to different organisations.

### **Mark Heholt (Third Age Service – DWP)**

A: The government is having discussions about whether the joint teams (coming out of Care Direct) should be quality marked.

#### **9.4. Platform for future work?**

**Liz Brooks (Counsel & Care)**

*Q: Is there any value in sending another questionnaire round – pulling together all the ideas and options, so we have some sense of how we have moved on and a platform for future work?*

**Joe Oldman (Help the Aged)**

**A:** The purpose of the Consortium is to enable agencies who were not involved in the original consultation to be involved in future work.

**Helena Herklots (Age Concern England)**

**A:** We are extremely keen to have all views.

#### **9.5. Time limits?**

**Fred Hankin (Age Concern Ealing)**

(Statement read by the Chair)

*Q: How is it possible to raise awareness and look at all the issues involved in such a short time? It is like a big filling in a small sandwich we are being asked to eat all at once.*

#### **9.6. Barefoot housing advisers?**

**Sue Adams (Care & Repair England)**

*Q: Older people should be in the driving seat – I wonder what the panel's thoughts are on the viability and options of developing self help and barefoot housing advisers to enable older people to spread the work amongst themselves?*

**Steve Onger (Housing Corporation)**

**A:** We must find ways of involving older people in providing a quality service to other older people. It is imperative to enable older people to meet their own aspirations. Housing Corporation funding is now only available to projects if older people are involved.

## **9.7. Extending services**

### **Sue Rockell (Anchor Staying Put Brentwood)**

*Q: I have a deep concern that there is a wealth of knowledge out there but there are overlaps in the service and it is not getting to the right people. Should we be creating more services? When will there be a national line for older people to call rather than so many lines?*

### **Mark Heholt (Head of the Third Age Service)**

**A:** This is difficult. Diversity is important - people like to approach advice services in different ways depending on their circumstances. The argument between diversity and simplicity is always a tricky conundrum. Where single advice lines have been available (e.g. Care Direct) they have been well used but that has not stopped people using other lines like Seniorline. We cannot tell all existing organisations to stop what they are doing – here comes the government to the rescue. That would be a terrible mistake.

## **9.8. Improving housing advice**

**Helena Herklots (Chair) Question to all panel members:** *'If there was one thing you could do to improve housing information and advice for older people what would it be?'*

### **Maureen Bell (Foundations)**

**A:** There are many smaller advice organisations with very limited resources. Larger organisations should be sharing information with smaller organisations.

### **Stephen Clarke (Office of the Deputy Prime Minister)**

**A:** From central government's point of view we should go out more, more networking, more joint team work rather than handing down things from above. Genuine exchange of ideas, work on the same kinds of things on the same level and not say I belong to this organisation and this is my remit and that is yours. Central Government is trying to get away from this and we are trying to do this with HOPDEV in particular.

### **Mark Heholt (Third Age Service – DWP)**

**A:** Housing Advice has not been as high on the government's priority list as it should have been. The profile needs to be raised and we need to open our ears and be very much more involved than in the past. If invited I would very much like to be part of the consortium

### **Steve Onger (Housing Corporation)**

**A:** It's about words we have heard quite a lot about today, its about ethos and attitude and a rights based approach to older people - their rights as citizens. Acknowledge older people have legitimate housing aspirations – its not all to do with

support and care. Take another one of the 4 orthodoxies of HOPDEV – anti discriminatory approach to housing advice. If older people are getting the housing they aspire to and want it makes life a lot easier for the providers.

### **9.9. Closing comments**

#### **Helen Herklots (Chair) Age Concern England**

Thanks to you all. HOPDEV wants to build on the energy, commitment and passion of everyone present. We have come away with a lot of practical ideas and I am excited about the future. We have set a good foundation to improve housing advice not only for older people but WITH older people.

## **10. What did you think?**

Below is your feedback on the conference. Thank you to all the delegates who gave their comments - your views will help us in organising future events.

### **10.1. General**

- 144 delegates attended the conference – 24 more than our original limit.
- About one third of you returned the feedback forms and from those responses:
- The majority of you do not manage staff (53%) or manage up to 10 staff (27%)
- The majority of you (93%) thought the accommodation and facilities were excellent or very good but some of the other comments referred to the cold room, nowhere to sit down at lunch and the lack of signposting within the building.

### **10.2. Plenary sessions: *from delegate responses***

- 85% found the Ministers policy overview useful or very useful. One delegate asked if we could hold him to his views
- 86% found Jane Minter's Outline of Current Initiatives useful or very useful
- 80% found the HOPDEV programme for developing the sector useful or very useful
- 57% found Housing Advice and the DWP Third Age Service useful or very useful
- 59% found the Panel discussion useful or very useful

### **10.3. General comments included:**

- A very useful opportunity to catch up with info, policies and networking
- Very useful stands – collected some useful information
- First time I have attended such a conference and found it an interesting and informative exercise
- The workshops were too specific to particular projects rather than issue-based – of limited value as projects vary from place to place
- I am now much better informed
- A good well organised conference with a sense of purpose and an abundance of information and networking opportunities.
- Have a similar conference 'up North' – e.g. Manchester

#### **10.4. Workshop feedback**

Overall 78% of delegates who responded to the question on workshops found them useful or very useful.

- Housing Options – moving on – useful or very useful - **95%**
- Housing Options – staying put – useful or very useful - **43%**
- Advice and info resources – useful or very useful - **93%**
- Supporting housing advice services for BME elders – useful or very useful -**100%**
- Developing housing advice for older people – useful or very useful - **57%**
- Housing advice and disability – useful or very useful - **80%**

## **11. Appendices**

### **a.) Housing and older people advice and information**

#### **Background**

This paper outlines a series of proposals based on the Housing and Older People Development Group (HOPDEV) Advice and Information seminar held in March 2003 and recommendations from research carried out by hact and Help the Aged. Some of the proposals relate to ongoing pieces of work, such as the housing advice directory, commissioned by HOPDEV.

#### **1. PROMOTING SERVICES AND SIGNPOSTING**

##### **Overall objective**

*Ensure that older people are aware of and have access to quality housing advice and advocacy services across the UK.*

##### **Action**

##### **1.1. Housing advice 'brand' and consortium**

- a.) Develop an agreed set of principles as the basis for setting up a representative consortium of agencies concerned with the delivery of housing advice services to older people. The consortium would take shared responsibility for taking forward the proposals contained in this paper and for promoting the delivery of housing advice services to older people.
- b.) Establish a common identity or brand for housing advice resources and services (as part of the proposed consortium) that is relevant and identifiable to older people. This brand would help older people and their carers to identify and access a range of quality housing advice services and resources.
- c.) Promote a single national phone line providing specialist housing advice to older people and acting as a referral agency to national and local advice and information services.

##### **1.2. Housing advice directory**

- a.) Develop a long-term plan for expanding the scope and range of the HOPDEV housing advice directory in consultation with Government and specifically the DWP.
- b.) Set up an editorial group to develop and expand the housing directory and related advice resources with direct input from older people themselves. This would form part of a more general mapping exercise designed to identify all relevant local agencies in the sector.

- c.) Draw up marketing, distribution and development plan for the directory (and other housing advice material) and identify possible sources of funding and support over the next 3 years.

### **1.3. Housing advice resources**

- a.) Carry out a review of existing housing advice material available for older people and identify gaps that need to be filled.
- b.) Develop materials specifically targeted at generic housing advice workers and informal advice givers including friends, relatives and care workers.
- c.) Promote a diversity of housing advice material for older people that addresses language needs, cultural expectations and impairments.

## **2. MEETING THE INFORMATION NEEDS OF AGENCIES**

### **Overall objective**

*Ensure that agencies providing housing advice to older people are fully aware of new initiatives in the field and are able to fully participate in debate and discussion.*

### **Actions**

#### **2.1. National conference**

- a.) Organise a national conference for specialist and general housing advice services with a training and skill-sharing element. The conference will be targeted at raising the awareness of general housing advice agencies of the advice needs of older people.

#### **2.2. Information bulletin**

- a.) Distribute a HOPDEV housing advice information bulletin to share information about current policy development and progress an agreed programme of work.

#### **2.3. Internet resources**

- a.) Set up a special section on the HOPDEV website on housing advice and information resources to include an online version of the advice directory and other relevant information.
- b.) Make the information available on the EAC Housing Options website and develop the site as a central location for information and resources on all aspects of housing advice for older people.

### **3. GOOD PRACTICE AND STANDARDS**

#### **Overall objective**

*Improve the standard and quality of housing advice services to older people both within specialist and mainstream advice agencies.*

#### **Action**

##### **3.1. Community legal service**

- a.) Discuss with the Community Legal Service ways of encouraging better standards of housing advice for older people and how they can help link together advice services concerned with older people.

##### **3.2. Code of guidance**

- a.) Work with Government to set up a new code of guidance on the delivery of information, advice and advocacy for older people.

##### **3.3. Training initiatives**

- a.) Develop and promote a specialist training course on housing advice for older people designed for mainstream housing advice agencies.
- b.) Review ways of skill sharing, information exchange and secondments between specialist and mainstream housing advice agencies.
- c.) Develop a housing advice and information resource pack designed for all new housing advice workers.

##### **3.4. Models of good practice**

- a.) Identify and promote models of good practice in the delivery of housing advice services to older people with an emphasis on proactive advice giving e.g. outreach, surgeries, and road shows.
- b.) Promote practice development by encouraging mentoring and peer review initiatives.
- c.) Ensure that HOPDEV provides advice and support to existing initiatives in the sector and actively encourages partnerships between agencies.

##### **3.5. Housing Benefit**

- a.) Promote policies and procedures designed to prevent the stress and anxiety caused to older people as a result of housing benefit or council tax benefit problems.

### **3.6. Accessible services**

- a.) Provide practical guidelines to mainstream agencies on how to make their services more relevant and accessible to older people.
- b.) Review ways of encouraging better networking between agencies providing housing advice to older people and examine ways in which mainstream agencies can offer support to smaller community groups.

## **4. MONITORING AND INFORMATION**

### **Overall objective**

*Collect accurate information about the housing advice needs of older people as the basis for influencing wider policy initiatives.*

### **Action**

#### **4.1. Data collection**

- a.) Encourage housing advice agencies to collect a standard set of data and information on older people.
- b.) Establish a central collection point for statistical information and case study material designed to influence policy developments
- c.) Establish a common approach to monitoring and evaluation across housing advice services.

## **b. Speakers and workshop leaders contact details**

### **Helena Herklots**

Age Concern England  
Astral House  
1268 London Road  
London SW16 4ER  
Tel: 020 8765 7429  
Email: [herkloh@ace.org.uk](mailto:herkloh@ace.org.uk)

### **Stephen Ladyman MP**

Minister for Community  
Department of Health  
Richmond House  
London SW1A 2NL

### **Denise Gillie**

Department of Health  
Richmond House  
London SW1A 2NL

### **Jane Minter**

Housing 21  
The Triangle  
Baring Road  
Beaconsfield  
Bucks HP2NA  
Tel: 01494 685201  
Email: [minter@housing21.co.uk](mailto:minter@housing21.co.uk)

### **Mark Heholt**

DWP  
Ground Floor  
Trevelyan House,  
30 Great Peter Street,  
London SW1P 2BY  
020 7227 1165

### **Joe Oldman**

Help the Aged  
207-221 Pentonville Rd  
London N1 9UZ  
Tel: 020 7843 1576  
Email: [joe.oldman@helptheaged.org.uk](mailto:joe.oldman@helptheaged.org.uk)

**John Galvin**

Elderly Accommodation Counsel  
3rd Floor  
89 Albert Embankment  
London SE1 7TP  
Tel: 020-7820 1343  
Email:  
John Galvin [john@e-a-c.demon.co.uk]

**Dawn Keightley & Graham Powell**

Anchor Trust  
1st floor, 408 Strand  
London WC2R 0NE  
Tel: 020 7759 9110

**Sue Adams**

Care and Repair – England  
Westcombe Hill House  
Colebrooke  
Credition EX17 5DL  
Tel: 01363 827

**Liam Jensen**

AIMS – Age Concern  
Astral House,  
1268 London Road,  
London SW16 4ER  
Tel: 0845 600 2001  
Email: [aims@ace.org.uk](mailto:aims@ace.org.uk)

**Dee Springer**

Frontline  
Elmfield House  
5 Stockwell Mews  
London SW9 9GX  
Tel: 020 7501 9573  
Email: [dee\\_springer@frontlinehousingadvice.org.uk](mailto:dee_springer@frontlinehousingadvice.org.uk)

**Andrew Van Doorn**

hact  
78 Quaker Street  
London E1 6SW  
Tel: 020 7247 7800  
Email:

**Jenny Pannell**

2 The Hornbeams  
Marlborough Drive  
Frenchay  
Bristol BS16 1PW  
Tel: 0117 939 1343  
Email: [Jennypannell@aol.com](mailto:Jennypannell@aol.com)

**Ginnie Shore**

HoDis  
17 Priory Street  
York YO1 6ET  
Tel: 01904 653888  
Email: [info@hodis.org.uk](mailto:info@hodis.org.uk)

**Mark Heholt**

DWP  
Ground Floor  
Trevelyan House,  
30 Great Peter Street,  
London SW1P 2BY  
020 7227 1165

**Steve Onger**

Housing Corporation  
149 Tottenham Court Road  
London W1P 0BN  
Tel: 020 7434 0026  
Email: [Steve.Onger@housingcorp.gsx.gov.uk](mailto:Steve.Onger@housingcorp.gsx.gov.uk)

**Maureen Bell**

Foundations  
Bleaklow House  
Howard Town Mill  
Glossop  
Derbyshire  
SK13 8HT  
Telephone: 01457 891909  
Fax: 01457 869361  
e-mail: [foundations@cel.co.uk](mailto:foundations@cel.co.uk)

**Stephen Clarke**

Zone 1/F5 Eland House  
Bressenden Place  
London SW1E 5DU  
Tel 0207 944 3663  
Fax 0207 944 2497  
[Stephen.Clarke@dft.gsi.gov.uk](mailto:Stephen.Clarke@dft.gsi.gov.uk)

**Carole Northmore,**  
**Ian Hay**  
**Debbie Butcher**  
Midland House,  
Notte Street,  
Plymouth, PL1 2EJ  
Email: [caredirect@plymouth.gov.uk](mailto:caredirect@plymouth.gov.uk)

## **c.) Delegates list**

<b><u>Name</u></b>	<b><u>Organisation</u></b>
Liz Absalom	Moat Housing Group
Davina Adamson	Help the Aged
Gerry Allen	Shelter
Nadou Amri	Shelter
Paul Bandy	London Borough of Harrow
Jane Barcoe	Age Concern Calderdale
Becky Bell	Anchor Staying Put, North Wilts
Caroline Bernard	Anchor Trust
Joanne Bird	Hermitage Care
Linda Bishop	Age Concern Croydon
Rachel Boland	Age Concern Oxfordshire
Vera Bolter	Better Life in Later Life
Caroline Bowden	Oxford City Council
Elizabeth Brooks	Counsel & Care
Alan Browne	Crowebridge Housing
Caroline Bryant	Family Housing Association
Siri Bunn	London Borough of Harrow
Lesley Burdett	Shelter
Dorna Burke	Birmingham City Council
Ceta Burnette	Brent Citizen's Advice Bureau
Steve Burrows	Care & Repair Monmouthshire
Ian Byworth	Shelter
Janis Cannon	Shelter
Prithpal Chander	Anchor Staying Put Bedford
Irma Charles	United Anglo Caribbean Society
Patsy Climie	Age Concern Exeter
Tommy Cloherty	HOPE Worldwide (ODAAT)
Bob Cohen	Agewell - Community Action Project
Liz Collard	Age Concern Brighton, Hove & Portslade
Rachel Crosby	Two Saints Ltd
Carol de Mello	Shelter
Christine Duala	CDS Housing
Julie Evans	Bexley Staying Put/Care Partners Trust
Grant Everitt	Shelter
Amanda Firkin	Watford Council
Susan Fisher	Staying Put Wealden & Lewes
Hilary Forrest	East Dorset Citizens Advice Bureau
Rachel Fothergill	Broadacres Housing Association Ltd
Janice Fox	
Emma Foxall	Shelter
Lynn Francis	Age Concern Hillingdon
Nezahat Ghan Imece	Turkish Speaking Womens' Group
Keith Gilasbey	Age Concern Sir Gar
Jan Gilbert	London Borough of Hammersmith and Fulham
Kulbir Gill	Alzheimer's Concern Ealing
David Glanmor	

Royston Morris  
Colin Goodbourn  
Peter Guinan  
Sarah Haimendorf  
Marilyn Hambly

Age Concern Sir Gar  
Community Housing Association  
Anchor Trust - Staying Put  
Age Concern Ealing  
Care & Repair England

## **d.) UK Housing advice consortium for older people**

### **1. Background**

The Housing and Older People Development Group (HOPDEV) is supporting a range of initiatives designed to improve the delivery of housing advice services to older people. A HOPDEV working group on information and advice is implementing a specific programme of work based on wide-ranging and ongoing consultation (see enclosed programme).

### **2. Proposal for the consortium**

The working group is proposing the setting up of an independent consortium of housing advice agencies concerned with improving the delivery and co-ordination of housing advice to older people.

### **3. Main objectives of the consortium**

The consortium would support the following objectives:

- Ensuring that older people are aware of and have access to quality housing advice and advocacy services across the UK.
- Improving the standard and quality of housing advice services to older people both within specialist and mainstream advice agencies.

### **4. Terms of reference**

Membership of the Consortium would be open to any agency prepared to support the broad objectives outlined above. The Consortium would establish a task group to take forward an agreed work programme in liaison with HOPDEV.

### **5. Next steps**

If there is sufficient interest in establishing the Consortium we will organise a meeting early next year to discuss how we can most effectively work together.

If you or your organisation would like to join the Consortium please complete the form below and hand it to the registration desk before you leave today's conference

.....

(Please print in block CAPITALS)

Name:

Tel:

Organisation:

Fax:

Address:

Email: