**HOPS Action Plan**

Short Term: 1-3 years

Medium Term: 4-6 years

Long term: 7-10 years

**Themes**

1. Development, standards and design

2. Information, advice and technology

3. Support and assistance to help people move

4. Inter-organisational working

| Time frame | ACTION | Purpose | Theme (s) | Action Owner | Stakeholders | Success criteria | Resource required for the action (approx. figures) |
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| **Short Term and on-going** | Establish and programme joint professionals' workshops across sectors | To improve operational understanding, best practice and facilitate joint training opportunities, and to remove barriers to collaborative working.<br><br>To engage with professionals across services to gather information and data about older persons housing needs and aspirations, and how services can evolve to meet needs more effectively. | 2, 3, 4 | SBC/HCC ACS | SBC Housing and Investment<br><br>HCC ACS<br><br>ENHCCG<br><br>Community Navigators | Programme of workshops including speakers / themes / discussion topics where possible.<br><br>Clear understanding of outcomes arising from the workshops to encourage attendance<br><br>Commitment from organisations to support and attend. | Within existing resources. |
| **Short Term** | Create HOPS Partnership (revamp existing older persons network) | To provide co-production, consultation and critical friend role for strategic planning and project development.<br><br>To generate ideas and offer feedback to support strategy review and new | 1, 2, 3, 4 | SBC | SBC Communities and Neighbourhoods<br><br>Service users | Active and diverse forum with clear workplan and objectives. | Within existing resources |

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| | | projects. | | | HCC<br><br>PH<br><br>E&NHCG<br><br>VCS<br><br>*Elected member(s)* | | |
| **Short Term** | Develop design standards for older persons housing | To standardise development criteria so developers understand the design needs of older people.<br><br>To ensure sustainability and energy efficiency measures are considered in designs.<br><br>To ensure new developments are built to reflect healthy place shaping and sustainable transport elements wherever possible.<br><br>To ensure technology and connectivity requirements are factored into design to allow future assistive technology to be easily enabled. | 1, 4 | SBC | SBC Planning<br><br>SBC Housing Development<br><br>HCC ACS<br><br>HCC OT Service<br><br>HOPS Partnership<br><br>HCC PH | Clear, co-produced development standards for all housing developers in Stevenage to ensure that older people have suitable, efficient and attractive housing that enables them to live well in the community. | Within existing resources |
| **Short Term** | Review of tender documents and commissioning | To ensure new design and sustainability criteria are clearly articulated and embedded in tender | 1, 4 | SBC/HCC | SBC Housing Development | All new developments containing age friendly or accessible housing are | Within existing resources |

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| | requirements | documents | | | HCC ACS | built to high environmental and accessible standards. | |
| Short Term | Appoint and train new health and wellbeing, accommodation support and specialist support officer roles | To increase dedicated support to older people in independent living or community housing<br><br>To be a 'one stop' shop for older people to support them to move<br><br>To help arrange 'settling in' activities and support for people new to their homes<br><br>To improve health and well-being of older residents, including technology orientation working collaboratively with Healthy Stevenage Strategic Partnership group | 2, 3 | SBC | SBC Housing and Investment<br><br>SBC Communities and Neighbourhoods | Appointments made<br><br>Older people have access to health and wellbeing activities<br><br>Older people have more access to digital technology<br><br>Older people have a better customer service to support them to move to a more suitable property for their needs. | Within existing resources. Grant received from HCC to part fund Health and Wellbeing role until end March 2022.<br><br>Funding required for any IT needed – bid for external funding |
| Short Term | Create dashboard for reporting | To have a standard reporting mechanism for reporting progress to SSAB, ACSMB and SSLT. | 1, 2, 3, 4 | SSAB | HCC ACS<br><br>SBC Housing and Investment | Agreed template and recording schedule.<br><br>Commitment from action leads to provide information regularly as requested | Within existing resources |
| Short / Mediu | Joint data mapping | To provide robust information on housing need, tenure requirements | 1 | HCC | HCC ACS | Robust data set and growth methodology for | £5k for any commissioning of |

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| m Term | project | and numbers required specifically for older people who have accessibility or care needs to support planning and development decisions.<br><br>To provide a methodology that can be replicated across the County to inform wider growth scenarios.<br><br>To inform reviews of strategic housing market assessments, local housing need assessments and Local Plan / Planning Policy updates. | | | HCC GIU<br><br>HCC CI<br><br>SBC planning<br><br>SBC Corporate Policy and Business Support<br><br>SBC H&I | future planning<br><br>Percentage target for new-build age appropriate housing across all tenures | data needed. |
| Short / Medium Term | Develop protocol for recording lessons learned from new development | To embed continuous improvement into design and development for older persons housing | 1, 4 | SBC | SBC Planning<br><br>SBC Housing Development<br><br>HCC ACS<br><br>HCC OT Service<br><br>HOPS Partnership | Clear process embedded into PMO documents for all new schemes /projects and reviewed | Within existing resources |
| Short / Medium Term | Implement Asset Management Strategy and review Private Sector Stock Condition Survey | To scope, cost and enable a programme of refurbishment of smaller general needs homes that may be suitable for older people to downsize into.<br><br>Ensure the integral or retrofitted technology is reflected in the Asset | 1, 2, 3, 4 | SBC | SBC Housing and Investment<br><br>SBC Planning<br><br>HCC ACS / OT service<br><br>HCC Assistive | To increase the supply of private sector and social housing suitable for older people to downsize into<br><br>To access external funding to help achieve accessible and technology | Commission Private Sector Stock Condition Survey – approx. £12k |

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| | | Management, maintenance and renewal policies and reviews. | | | Tech team<br><br>HOPS Partnership<br><br>Private Sector Landlords | enabled housing for older people. | |
| Short / Medium Term | Review and align HHIA and SBC Adaptations policies and investigate joint funded projects across tenures where possible | To ensure older people across all tenures have equal access to adaptations and specific housing related practical support to move. | 1, 3, 4 | HHIA | SBC Housing and Investment<br><br>HCC OT<br><br>HOPS Partnership<br><br>HHIA Partnership Board | | Additional Aids and Adaptations post required – approx. £30k (in MTFS) |
| Short / Medium Term | Older persons communications and marketing plan | To ensure that older people have a range of up to date and relevant information about the benefits of suitable housing choices in older age, and advice on housing options available to them.<br><br>To engage with older people to gather information and data about their housing needs and aspirations<br><br>To generate interest in new developments of older people's housing across all tenures | 2, 3, 4 | SBC | HOPS Partnership<br><br>SBC Housing Options<br><br>SBC Housing development<br><br>SBC Housing and Investment<br><br>SBC Comms<br><br>Members | Clear co-produced plan using a range of communication methods to improve uptake of older persons housing, adaptations, grants and benefits. | Within existing resources |

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| | | | | | HCC ACS OP commissioning HCC ACS OP Capital Programme HCC Comms HCC Behaviour Unit | | |
| **Short / Medium Term** | Review information and data sources, and recording mechanisms (cross authority) to capture strategic information on older people's housing needs and aspirations | To provide a database of key data to underpin decision and policy making, identify trends, and map service improvements. Re-run service user survey at regular intervals (to be determined) to see trends in changing attitudes, and to realign service user aspirations and strategic objectives where necessary. | 1, 2, 3, 4 | HCC/SBC | HCC CI HOPS Partnership SBC Corporate Policy and Business Support SBC Housing and Investment Residents VCS HHIA | A clear set of cross organisational indicators and data sets to help inform research, decision making and service improvement. | HCC's Insight Service has a wealth of data we can use |
| **Short / Medium Term** | Business case, to include cost-of-service analysis, for expanding community support services for older | To enable support for older people living across the community in all tenures but who need support to help them move to more suitable accommodation | 2, 3, 4 | SBC | SBC Housing and Investment HCC ACS VCS | An agreed Business Case with costed services, timelines, and clear objectives / outcomes Programme of service | Business case will determine any future costs. |

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| | people across tenures including handyperson services to facilitate moves | To access funding and resources from various sources to enable and pilot paid for and subsidised services | | | External funding streams<br><br>HHIA | projects to take forward<br><br>External and other sources of funding identified | |
| Short / Medium / Long Term | Develop joint land register of suitable development land available for older persons housing, or as part of other development proposals | To enable strategic joint assessments of land availability and possible uses, including other land parcels not in ownership of the councils, and existing buildings that could be repurposed or redeveloped, achieving appropriate financial and social outcomes for all relevant parties. | 1, 4 | SBC Planning | SBC Housing Development<br><br>HCC ACS<br><br>HCC Property<br><br>Herts Living Ltd<br><br>H&WE STP?<br><br>Private developers | Regularly updated register, leading to more collaborative working and understanding of older persons housing supply across all tenures | Within existing resources |
| Medium term? | Review allocations policy and lettings plan to include older people's housing<br><br>Develop local lettings policy for older people's housing | To ensure that age friendly housing is available to older people, to allow family or other housing to be released for families or younger people in housing need | | SBC Housing and Investment | SBC Housing and Investment<br><br>Residents<br><br>VCS<br><br>RSLs | A clear policy in place with targets for letting age friendly / specialist housing to older people | Within existing resources |
| Medium Term | Produce Stevenage Older Persons Housing JSNA | To underpin planning policy, design and service decisions<br><br>To help provide robust evidence to support project work and housing | 1, 4 | HCC PH | HCC<br><br>SBC Planning<br><br>SBC Housing and Investment | Completed JSNA | Resource may be required depends on how much of the data is already available to HCC |

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| | | development. | | | SBC Corporate Policy and Business Support<br><br>SBC Communities and Neighbourhoods | | Public Health. SBC/HCC would need to commission work. |
| Medium / Long term | Enable the development of mixed tenure Extra Care homes across several schemes in partnership with SBC and in line with HCC's Extra Care Strategy. | To help improve housing options for older people who have care needs but wish to and are able to remain independent in their own homes.<br><br>To ensure that there is a commissioning strategy that includes housing related support grant. | 1, 2, 4 | HCC ACS | HCC Property<br><br>SBC Planning<br><br>SBC Housing Development<br><br>SBC Housing and Investment<br><br>Housing provider<br><br>Care provider | Completed exemplar extra care scheme(s) fully occupied and staffed on time and within budget | Future HRS grant funding still to be determined by HCC |
| Medium / Long Term | Develop new Residential Care Home | To enable excellent care and accommodation to Stevenage residents who need higher levels of care and are funded by HCC. | 1 | HCC ACS | SBC Housing Development<br><br>ENHCCG | Completed exemplar residential care scheme fully occupied and staffed on time and within budget | Within existing resources |

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| | To meet the standards as set out in the Supported housing: national statement of expectations guidance | To provide a set of guidelines on what should reasonably be expected from the accommodation element of supported housing.<br><br>To ensure good quality and value for money | 1 | SBC/HCC | SBC Housing Development<br><br>SBC Housing and Investment<br><br>SBC Planning<br><br>HCC ECH and Care Home Capital Programmes<br><br>HCC ACS Commissioning | | This has only just come in so will need to be scoped out. Likely to be within existing resources. |