

Improving the Sheltered Housing Offer

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...the historic capital of the Black Country



Improving the Sheltered Accommodation offer

Dudley Context and Sheltered Housing
Problems and Solutions

Opportunities from refurbishment and conversions

The importance of resident engagement, communication and welfare

Outcomes

VFM - Grant Funding and Asset Management



Dudley.....

Dudley is a large metropolitan borough in the heart of the Black Country - 38 square miles on the southeast edge of the West Midlands.

It is 9 miles west of Birmingham and 6 miles south-east of Wolverhampton.

South Staffordshire and rural Worcestershire lie to the West

West Bromwich and Sandwell to the East.

Socio-economic profile and levels of deprivation are similar to the national average but wide variations within the Borough.



Dudley.....

317,634 residents

130,000+ homes

1 in every 6 households live in social renting. Council owned 21,750 homes

Other registered providers
Just over 3,000 homes

Most people living in Dudley Borough live in their own property (69% are owner occupiers).



DUNCAN EDWARDS



...the historic capital of the Black Country



What is sheltered housing ?

- Sheltered housing could suit you if you want to live independently but need a bit more support, or if you want to live in a smaller and easier-to-manage home.
- It is usually only available to those aged 55 and over.
- Some common features of sheltered housing include:
 - help from a scheme manager (warden), or support staff
 - 24-hour emergency help through an alarm system
 - communal areas, such as gardens or lounges
 - social activities for residents.
- Features vary from scheme to scheme. At some schemes you get more support than others. If you're interested in a particular scheme, make sure you understand what services are available, how much they cost and whether you would be eligible for any help with these costs

Strategic Housing Market Assessment

Dudley Borough's population is forecast to **increase by 11,785 (or 3.7%) households by 2036.**

We also have a growing ageing population.

The number of people aged 45 and over is growing and there is predicted to be an **increase in the 80+ age groups** as people are living longer

There is a **mismatch between housing supply and demand for older people** looking to move home in the Borough because **23.5% of current households are aged 65+**

At the moment, however, **over 80% of the specialist housing (mainly older persons housing) in the borough is rented housing.**

Dudley's Sheltered Housing

Promote independent living and help our residents to live safely, independently and healthily in their own homes for longer

During 2014 a review of Sheltered Housing was undertaken

The aim was to provide a quality housing option for elderly, vulnerable residents, but also to make best use of valuable local community assets in a cost effective solution

348 of Dudley's homes are sheltered accommodation (2%)

11 schemes

Age – all approaching 50 years old
Do not meet demand and aspirations
Poor condition and facilities (space standards, bathing, fire)

Holloway Court and Margaret Vine Court were identified as priority schemes for investment or replacement.

The project transformed 92 'flats' for older, vulnerable people at a cost that was considerably better value for money than rebuilding, providing an innovative, cost effective, sustainable solution from best use of existing assets.

Delivered 4 more apartments

Built 4 bungalows

Homes England (HCA) funding

Case Study Margaret Vine and Holloway Courts



The rationale...

The two schemes were well established within their local communities and residents already benefitted from integrated housing support, adult social care, and health and wellbeing focused activities.

Despite the good range of services within these schemes the lack of dignity and privacy meant that many local older people would not consider them as a housing option.

61-100 years old was the age range of tenants within these schemes.

We were finding it increasingly difficult to let these homes to new tenants and as the cohort of residents were getting older and less mobile

The shared bathing facilities became less acceptable to the existing residents with each communal bathing facility being shared by 3.1 tenants.

Business Case New Build vs Conversion

Dudley felt that the remodelling option presented the best outcome for local residents.

Neither site was suitable for new build, being narrow and unlikely to accommodate the same number of units if developed to lifetime homes/wheelchair standards.

New Build

Cost - £10m-12m
(minimum)

Borrowing Cap..

Funding Gap..

Planning constraints
and NIMBY 'ism'

Time – 4 years... ?

Conversion

£6.2m cost

£4m to £6m cost saving (36% - 50%)

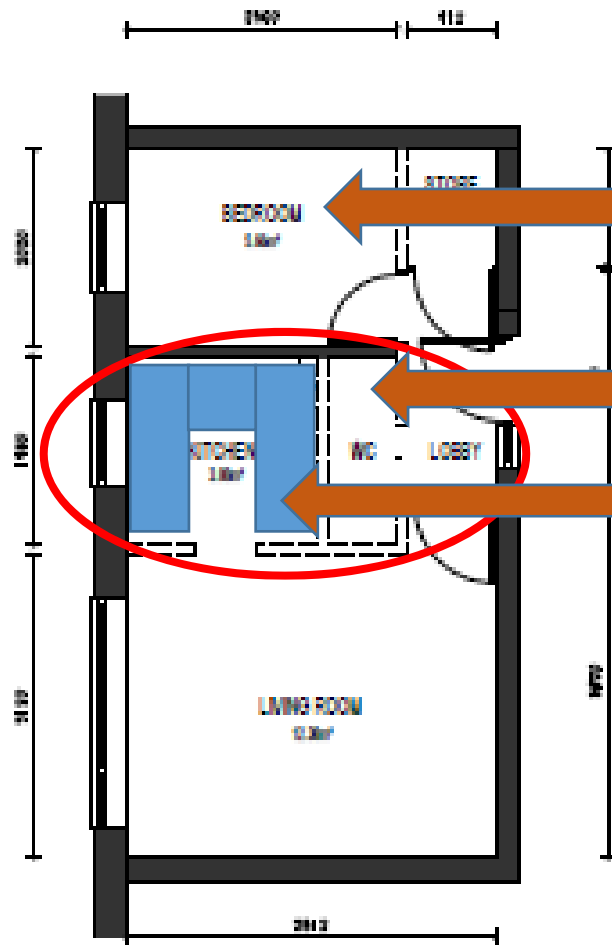
Use an existing asset

Environmental and Sustainability Benefits

Delivered in 18 months

Decants and Phasing

Existing layouts



Small single bedroom

No bath or shower facilities –
common shared facilities

Very limited kitchen space

EXISTING LAYOUT
NET INTERNAL AREA 27.82m²



Homes &
Communities
Agency

Early Engagement with HCA (late 2015)

Affordable Homes Programme 15-18

Obsolete units - Not suitable housing and did not meet modern housing standards

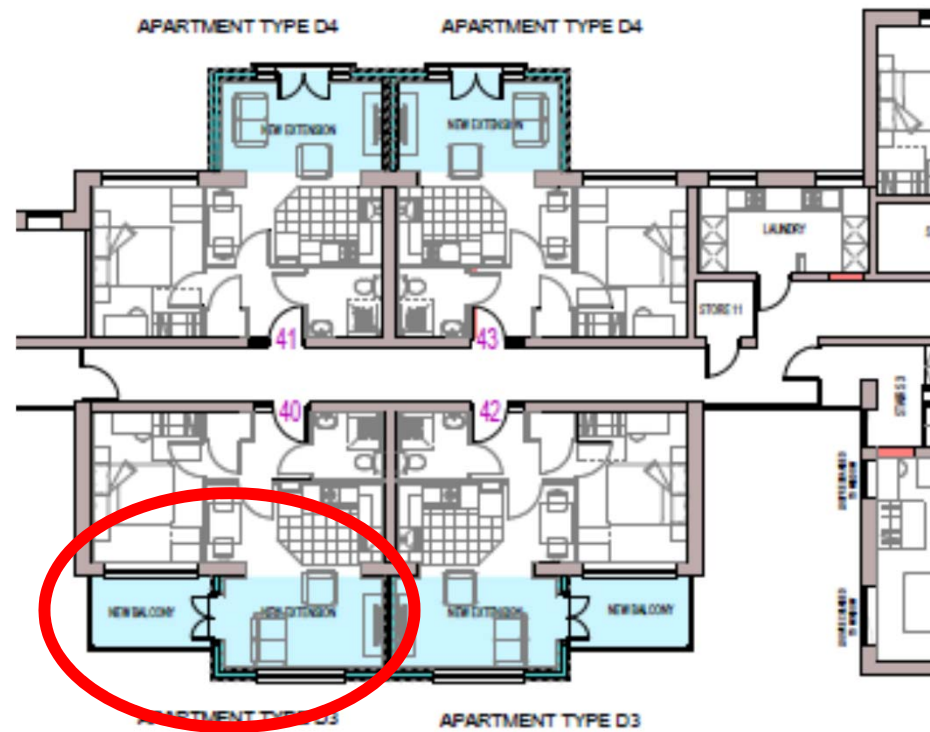
Very Supportive – think big and be creative!

Design Advice

Considered Value for Money



Thinking outside of the box!



Additionality in the bid...



Challenges

Existing Residents – the people element

Time and Delivery – the technical element



Major Conversion



Disruption

Consultation and Engagement

Intensive consultation with residents had produced a design that everyone was happy with. There were inevitable concerns about the impact from the need to re-house the residents during works but this was addressed through extensive consultation with existing residents and their families.

Effective communication. The residents have been involved in shaping the remodelling proposals. **Consultations were undertaken with residents, carers and families** at coffee mornings both **during design** before works commenced, and **during the project** was critical.

We converted a **'trial' flat** in each block to identify potential technical issues and to enable residents to experience the new layout of the kitchen/living area first hand and to contribute towards maximising the benefits through practical consultation and engagement.

Programme

The programme had tight delivery deadlines from the Affordable Homes Programme 15-18.

HE engagement late 2015/early 2016

Bid Approval 2016 and design ongoing from mid 2016

Enabling Works Nov 2016 (Holloway Court)

Start Jan 2017 (Holloway) and Feb 2017 (Margaret Vine)

Completion at Holloway Court was March 2018 (Ph 1 July 2017)

Completion at Margaret Vine Court was June 2018 (Ph 1 Nov 2017)



Challenges – The Moves

Decanting and re-housing old, vulnerable and frail residents was a challenge.

Consultation, communication and empathy was crucial to the success of the project. We used some of the existing empty properties within the scheme to temporarily decant residents, as required:

Some residents decided to be rehoused elsewhere permanently but others were temporarily rehoused elsewhere, returning on completion.

Some residents remained within the scheme and were temporarily rehoused.

On completion, some returned to their 'old' home, but some decided to move to more suitable accommodation within the scheme.

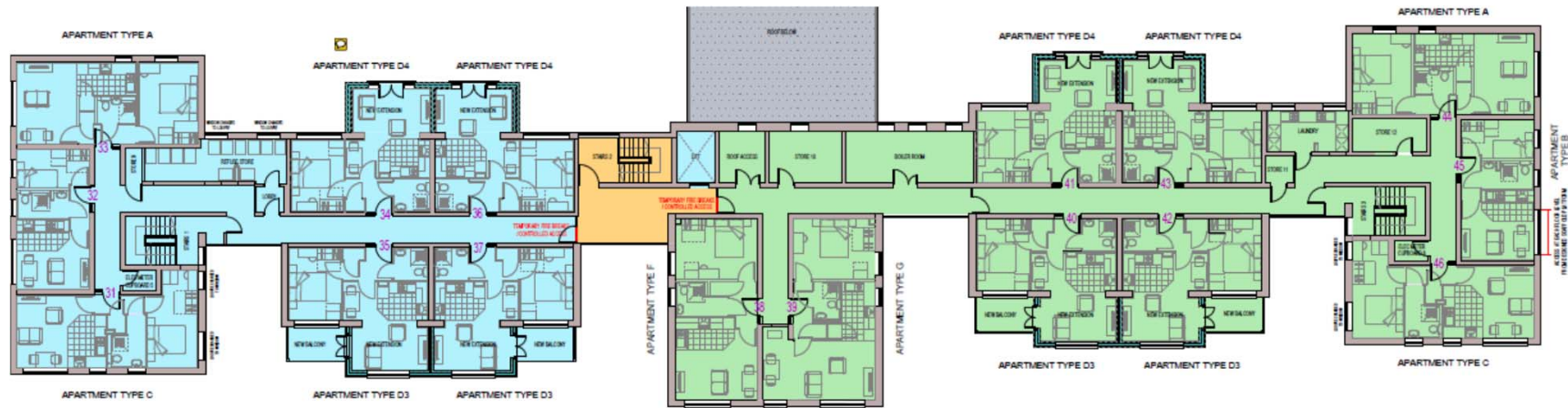
Challenges – Technical

Using **existing framework arrangements** with a contractor who was experienced in delivering schemes of this nature (Jessup Bros) was a huge benefit and our **design and build** approach facilitated us to commence works both quickly and cost effectively.

As an **existing building**, **planning approval was significantly more straightforward** than developing a new site, and was a **good advert for re-using existing assets**. There was **no need to demolish** a building; **no building waste to address**, and a **much more environmentally** and carbon saving solution could be delivered.



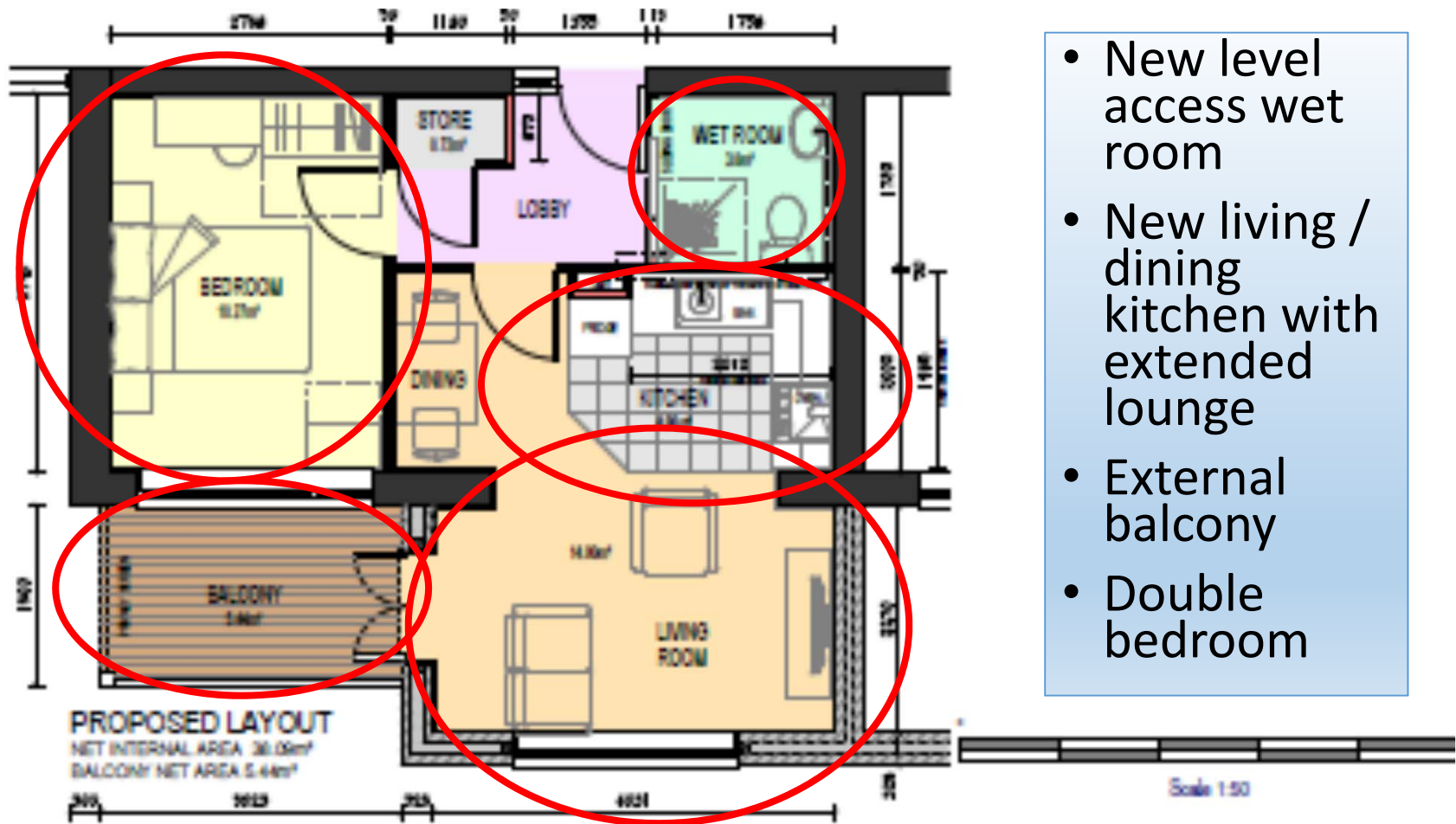
Technical Challenges – phasing of works



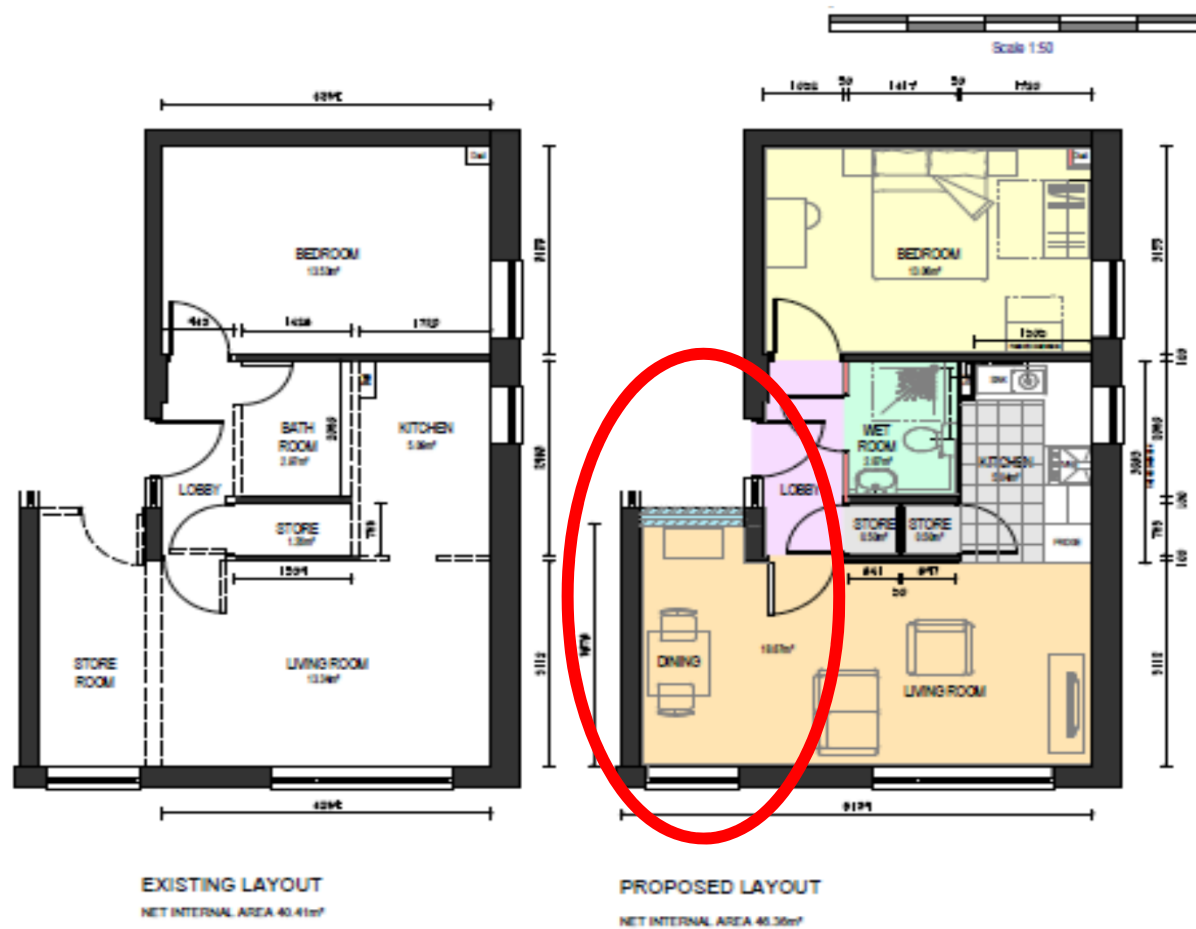
With no time or available accommodation to re-house the elderly and vulnerable residents, works were programmed in 2 phases at each scheme, with many residents remaining in-situ.



The new apartments



Using spaces to create space



Wellbeing Improvements

Lighter, brighter,
apartments

New windows

35% increase in GIFA to
38m² and 43.5m² with
the balcony

Warmer and more
affordable - Innovative
Worcester Bosch Heat
Interface Units HIU
District Heating

Low surface
temperature radiators

Fitted appliances with
heat resistant hobs

Choice of Carpet



Wellbeing Improvements (2)

Wet Rooms

Personal bathing

Level Access Showers

Occupational Therapist involved

Privacy

Dignity

Safety – personal alarms (apartment and communal through warden call)

Fire Alarm

Digital TV (virgin and sky)



Wellbeing Improvements (3)



Outdoor space
Balconies (where possible)



Communal Improvements



Improved communal lounge

New games room with pool table and secondary 'quiet tv'

Guest facilities, wellbeing room and new laundry

Significant increase in resident engagement

Film nights

Cooking and Eating

Resident groups



Communal Improvements (2)

Good-Bye 1970s...

Light, welcoming foyer

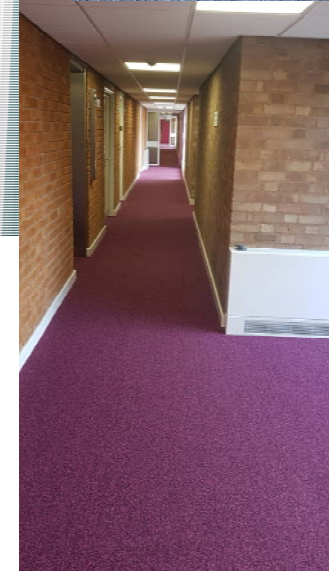
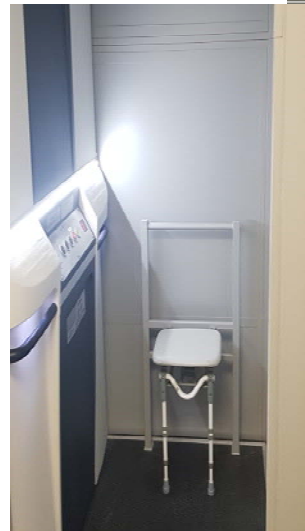
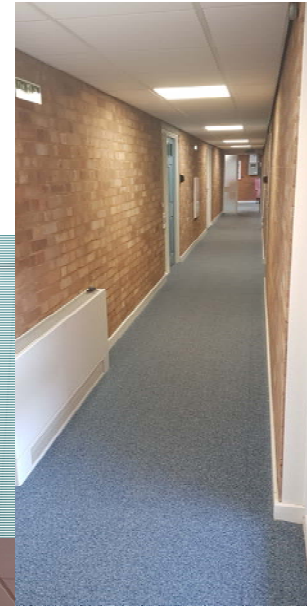
Lighter, brighter corridors in suited themes for each floor (Dementia 'friendly')

Energy efficient lighting

Safe entrance with new door entry

New secondary lift

TV Communications in foyer



Value for Money

£6.2 Million Conversion Costs
£2.9 Million Affordable Homes Grant
47% Grant rate but
£30,000 Grant per unit

100 units overall
£4m to £6m cost saving (36% - 50%) on new build – not always possible but consider potential
Happy Residents!



Lessons Learnt

Planning !

Communication – be effective, extensive and timely – and repeat

Be **Bold** and **Think Big**

Be **Innovative** and **Creative** and talk to Homes England early

Assets – don't be afraid to **work with what you have** – it's hard work but there are benefits – **environmental and financial**

Good Design – **Consult, Consult and Consult** again

Successes

Happy
Residents

Value for Money – an innovative bid that sought to deliver outcomes

Revitalised and breathed new life into existing, valuable local community assets

Thank You
Q&A

Quicker Delivery



Best Health and Well-being initiative (including Social Care) 2018

Better Sheltered accommodation and modern living conditions

Full Occupancy

Resident activities increased significantly



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