



Housing Options for Older People

**Building Foundations for Allocating Healthy
Homes**

25 November 2019

HOOP – Introduction



- **HOOP works with Housing , Health and Social Work colleagues to:**
 - help prevent older peoples’ delayed discharge where there are housing issues
 - help prevent their admission to hospital where there are housing issues
- **Co works** with health / social work colleagues across Glasgow delivering housing options surgeries in 7 Hospitals, 7 Social Work offices and Intermediate Care Units:
 - **Consistent on site presence:** high visibility, open door approach
 - **Simple referral process:** lack of bureaucracy, accessible and responsive team
 - **Work with wide range of colleagues** hospital and community social workers, discharge coordinators, OTs, Physios, Consultants
- **Promote earliest possible referral** to minimise:
 - return to unsuitable accommodation
 - prevent homelessness
 - maximise potential housing options
- Small team: One Team Leader and three Project officers each with a lead for one of three sectors across city
- **Act as a neutral broker offering high quality housing expertise** re Glasgow's complex housing landscape (68 RSLs); support Health / SW understanding of how housing ‘works’: independent evaluation

OP Housing Needs Person Centred Approach



- **Working with older people and their families at time of great change in their lives:** Person centred ethos - central to our work
- **Strong customer focus: housing options interview fully explores impact of changing medical and personal circumstances in detail:**
 - Current housing needs and support needs
 - Potential housing options irrespective of tenure
 - Underpinned by financial assessment
 - In conjunction with family
 - HOOP completes all applications, referrals and paperwork: very valued
- **If older person is;**
 - **a tenant** (RSL/PRS) liaise with current landlord and potentially others
 - **owner occupier** : take account of financial assessment (Housing Scotland Act)
- **Delivery for older people:** 1894 older people – 70% RSL tenants; 20% O/O; 10% PRS
- **Unprecedented access to new accommodation**

Partnership and Protocols



- Currently working with over **40 RSLs** across the city
- HOOP encourages RSLs to:
 - **review** allocation policies
 - **prioritise** HOOP customers whose housing is unsuitable due to changing medical needs
 - **alert** HOOP to suitable void properties and **enable access** to new build barrier free accommodation: HOOP matches from customer data base and tees up customer with support package
 - **promote** %age allocation to HOOP customers
 - **identify** a link worker whom HOOP Project Officer (sector lead) liaises with

Allocation Policies



- **HOOP helps RSLs to promote** and market their suitable void property & their new build barrier free accommodation
- **Mutual benefits:** meets housing need; uses available stock; minimises void rents and days to let
- Where older people return home from hospital awaiting a suitable offer HOOP proactively continues to work with the older person, their family / carers and with RSLs to deliver a suitable offer
- **Share intelligence from our customer data base to help influence housing design and future proof the city's new build programme** e.g. ground floor wet rooms / larger door frames / mobility scooter charging and parking/ no stairs / turning circles for wheelchairs and steadies
- **Supporting new initiatives:** Clustered Supported Living

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