



# Housing Options for Older People

**Bridget Curran**

Housing Options Manager  
and

**Denise Murdoch**

Housing Options for Older People  
Coordinator

Wheatley Group



# Building Foundations for Health and Housing

HOUSING OPTIONS FOR OLDER PEOPLE

25 October 2018

# HOOP – what we do

- A small team of Housing Staff funded by Glasgow HSCP
- We co work with health / social work colleagues in 7 Hospitals / 6 SW offices / 6 Intermediate Care Units to help:
  - Older People whose discharge is affected by Housing Issues
  - Prevent Older People's Admission to Hospital where there are Housing Issues
  - Older people make informed housing choices along with their families
- We work closely with RSLs (60+) in Glasgow to optimise access to available stock (allocation policies /tee up HOOP customers / minimise void rents)
- Share our data base to help future proof the city's new build programme  
proof: GCC DRS



# HOOP Ethos

- Very practical – Glasgow's complex housing landscape; limited Health / SW knowledge of how housing 'works'
- Strong customer focus: on site (Hospital; IC; Home) Housing Options interviews / personal circs/ financial assessment / potential housing options
- Partnership: early referral to HOOP critical to achieve housing outcomes;
- Together: innovative pathways and options for older people to live independently in community with appropriate support as long as possible
- Collaboration: impact on health outcomes and inequalities: HOOP evaluation - quantitative / qualitative



# HOOP Information

- Customer data base: 1158 customers (September 18)
- Customer Tenure Analysis: RSLs (69%); O/O (21%); PRS (10%)
- Spreadsheet: extensive information captured
- Includes customer need and demand:
- Share operationally / strategically: e.g. HSCP developments; GCC Development and Regeneration Services; Wheatley Regeneration
- Influence housing design: ground floor wet rooms / larger door frames / mobility scooter charging and parking/ no stairs / turning circles for wheelchairs and steadies

# Housing Need and Supply

- Very complex: Strategic and Operational
- Strategic lead: GCC DRS – Housing, Health & Social Care Group; Housing Contribution Statement ;
- SHIP: improve new build flexibility, wheelchair targets, affordable housing supply – new Glasgow Standards
- Operationally: RSLs alert HOOP to available stock / we match from data base
- Tee up customer with support package
- Benefits: meets housing need ; uses available stock; minimises void rents and Days to Let
- Allocation policies; priority given to delayed discharge?
- Wheatley review: creation of My Housing; Wheatley delayed discharge customers will be prioritised



# HOOP Learning: Partnership Working

- Commitment to what you can achieve together: leadership / alliances / tenacity / feedback
- Busy colleagues welcome practical help / additional expertise that benefits people they work with
- Case management not referral on
- 21<sup>st</sup> century partnership working