

- PPS1 Digital Changes and Impact on Residents for the Rural North**
– **Area 1 (This Room)**

- PPS2 Community Hubs - Esk Moors Lodge (Abbeyfield Society)**
– **Conservatory**

- PPS3 'Home Improvement Agencies - Learning from good practice in rural areas'**
– **Area 2**

- PPS4 Strategic Planning & Using the Planning System to Deliver Housing for Older People**
– **Main Room**

Digitally Enabling Health,
Housing & Social Care

Digital Engagement in the Rural North



Global Strength
Built on local knowledge

Legrand's Assisted Living & Healthcare division designs, manufactures and supplies innovative technology solutions into the supported housing, health and social care sectors with our **Tynetec**, **Jontek** and **Aid Call** brands.



ASSISTED LIVING & TECs



MONITORING CENTRE
SOLUTIONS



NURSE CALL SYSTEMS



Legrand is a global specialist in electrical and digital building infrastructures.

Our changing world

Its good to talk?

Next generation telecommunications networks

Digital connectivity, Smart IOT systems, cloud based connectivity

End of life for analogue PSTN services

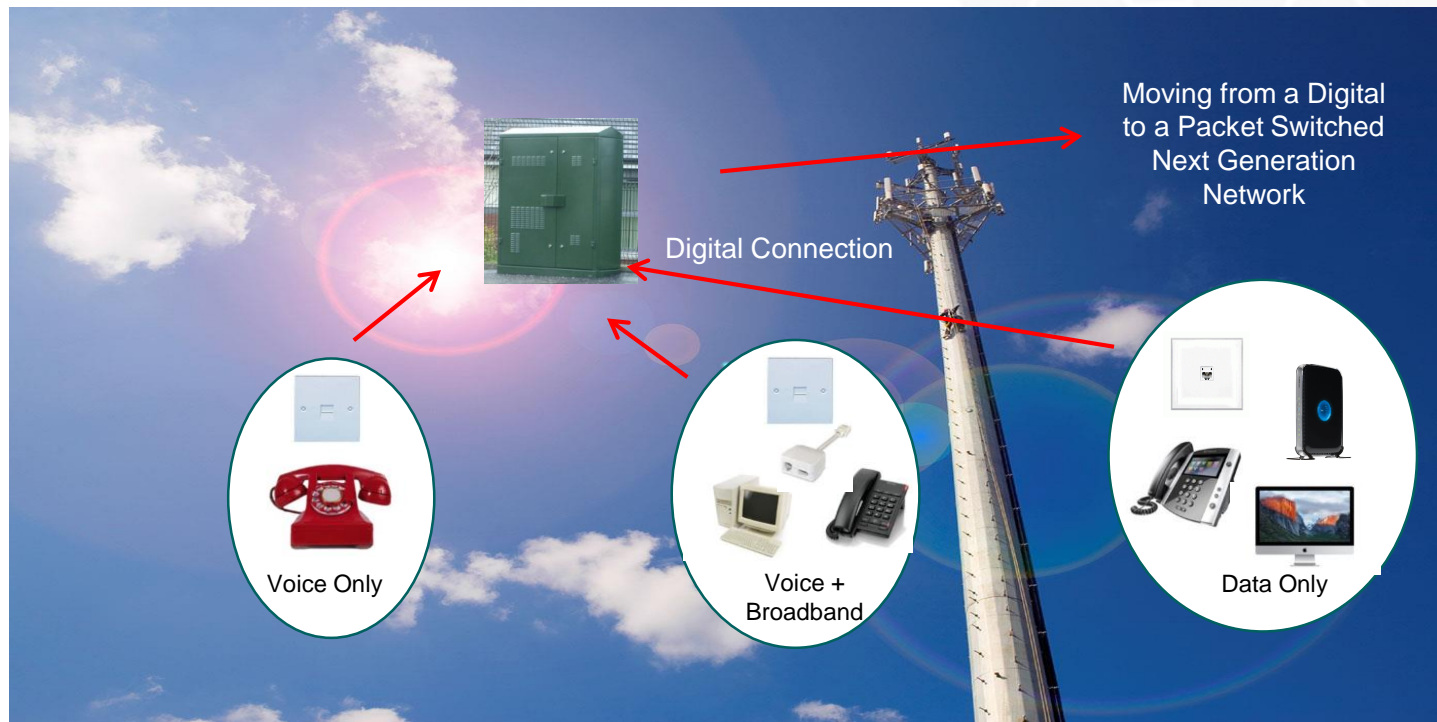
Implications for TEC's

Digital horizon will bring challenges that we must overcome

Opportunities for future service development



Telecomm's Evolution



Implications for TEC's

Legacy PSTN systems are obsolescent

Trend is towards single access voice over broadband services

Migration away from PSTN has begun

BT/Ofcom hoping to conclude by 2025

Existing analogue telecare systems will become more complex to manage

Home hub configurations can differ across manufacturers and internet service providers

Issues include local power loss, prioritisation of services, configuration, security

Existing tone based protocols will become increasingly unreliable

Use of GSM overcomes many of the immediate issues but at a cost



What is Legrand Doing?

Embarked upon a substantial R&D programme designed to transition all platforms from analogue to digital

Leading on the development of a European wide standards

Heavily involved in all of the Scottish digital pathfinder projects

Working with both ends of the end to end solution

Offering free digital audits

Using every opportunity to raise awareness and offer advice

IOT Connected devices programme

- Connected homes that adapt to our needs
- Utilising the Internet of things

Helping you to realise the benefits available whether they be service efficiencies, improved performance, delivery of new transformative services

Overcoming the inevitable challenges and helping to embrace the significant opportunities that digital brings





Digital Changes

Resident Engagement

Tricia Grierson

Head of Independent Living



Johnnie Johnson Housing



Astraline...

Customer led, flexible safety solutions 24/7

OVER 350,000
TELEPHONE
CALLS HANDLED
PER ANNUM

FLEXIBILITY TO MONITOR ANY
21ST CENTURY
NETWORK COMPLIANT DEVICE

99.0%
OF TELECARE CALLS ANSWERED WITHIN
60 SECONDS

ASTRALINE OPERATING
SINCE 2000

MEETING THE
TSA
STANDARD
FOR OVER 14 YEARS



GAINED PLATINUM
ACCREDITATION IN JULY 2016

OUR TEAM HAVE
EXPERIENCE
THAT EXCEEDS
175
YEARS





Developing our Digital Strategy with our Residents - Preparing for the Digital Switch





Engaging our customers!



I'm Ok



95% of residents said it had a positive impact on their daily lives

I'm OK

	Woodford Court	Stanmore	St Georges	Park House	Zone
No. of flats	36	37	20	49	
No. of morning calls prior to pilot	26	30	17	30	
% of residents having check calls prior to pilot	72	81	85	61	
No. of calls after introduction of I'm OK button	7	22	11	4	
Reduced by (%)	19	8	6	26	
% of residents having check calls after introduction of I'm OK button	19	59	55	8	
Independent Living Coordinator – Time saved in minutes	28	16	12	52	
Over the working week	2hr 33	1 hr 33	1hr	4 hrs 33	
For the Zone per week					9 hr 6



PILOT FEEDBACK I'M OK BUTTON



Digital Working in the Rural North



Care messenger

- [Former BBC presenter of Tomorrow's World, Michael Rodd interviewing elderly user Mary Laidlow](#)



Care
Messenger™
Simply Connect



Live Life Better

Legrand are Global specialists in digital infrastructures

Creating smart buildings in smart cities connected to the smart grid and IOT

Breaking the direct link between switches and things

Making the environment flexible, adaptable and personalised

Smart buildings adapt as needs change

How can Legrand apply our digital infrastructures expertise to the assisted living and healthcare space?

How can we Build in the ability to live life better regardless of age or condition?

Facilitating Independence for longer



Telecare applications

Medication compliance

Falls

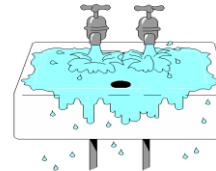
Environmental alerts

Safety and Security

Dementia

Winter pressures

Long term condition management



The digital TECs revolution

Traditional TECs have focused on Reaction

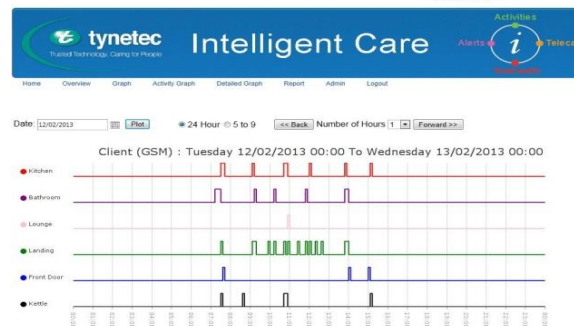
The need continues to increase as do the costs (personal & financial)

Services must transform to deliver more for less

An integration of Housing, Social Care & Health

A preventative digital ecosystem could enable:

- Early identification of well-being issues
- Highlighting of early intervention opportunities
- Reduction of hospital and care home admissions
- Faster hospital discharge & reduced re-admissions
- Faster & safer re-ablement
- Increased patient and carer confidence
- Individual condition management



Creating digital person centred solutions

Addition of digitally enhanced products into Legrand's AL&H portfolio will allow even more person centred solutions to be created

Traditional radio telecare complementing new digital products

Peripherals with heartbeats and ability to inform when not being worn

Enhanced I'm OK

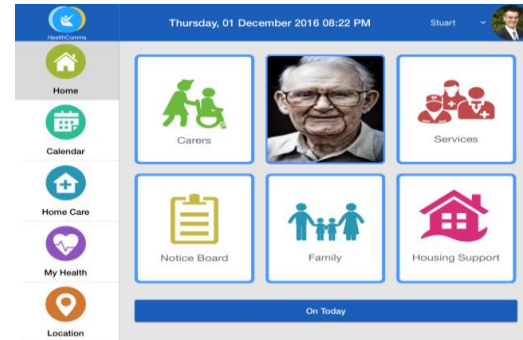
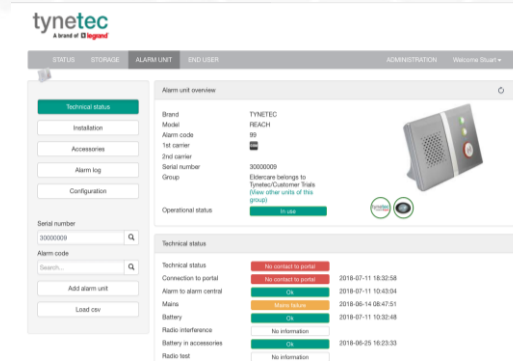
Cloud based device management portal (PULSE)

Digital & social inclusion platforms & apps that will facilitate transformation of service delivery

Interoperability with others

Solutions that work inside and outside the home

Automatic reports and audit trails that will streamline your service



Benefits – User perspective

- Digital inclusion for those that might otherwise have been excluded from mainstream technologies improving ease of communication and availability of information
 - Social inclusion better enabling connectivity with friends, family and professional carers sharing messages, multimedia, local weather, transport, air quality and community alerts
 - Access to tele-coaching services for long term condition management, smoking cessation programmes, weight and diet management
 - High definition video door entry calls managed locally and remotely improving security and community engagement
-
- Making the home environment flexible, adaptable and personalised
 - The connected home for life
 - The ability to age in place
 - To enjoy Independence for longer by creating a **better life network**



Question Time

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Lunch and Networking

PPS5 Funding Routes to Deliver Schemes
- Area 1 (This Room)

PPS6 The Challenges of Developing Extra Care Housing in a Rural Setting
- Main Room

PPS 7 Rural Housing Enablers
- Conservatory

#WeAreHomesEngland

HOMES ENGLAND: Funding Routes to Deliver Schemes

27 July 2018

Karen Anderson

Home Ownership & Supply

What will I be talking about today?

National Perspective
Access to funding programmes
Working with Homes England
Examples of schemes in rural areas
Discussion

We are
Homes England

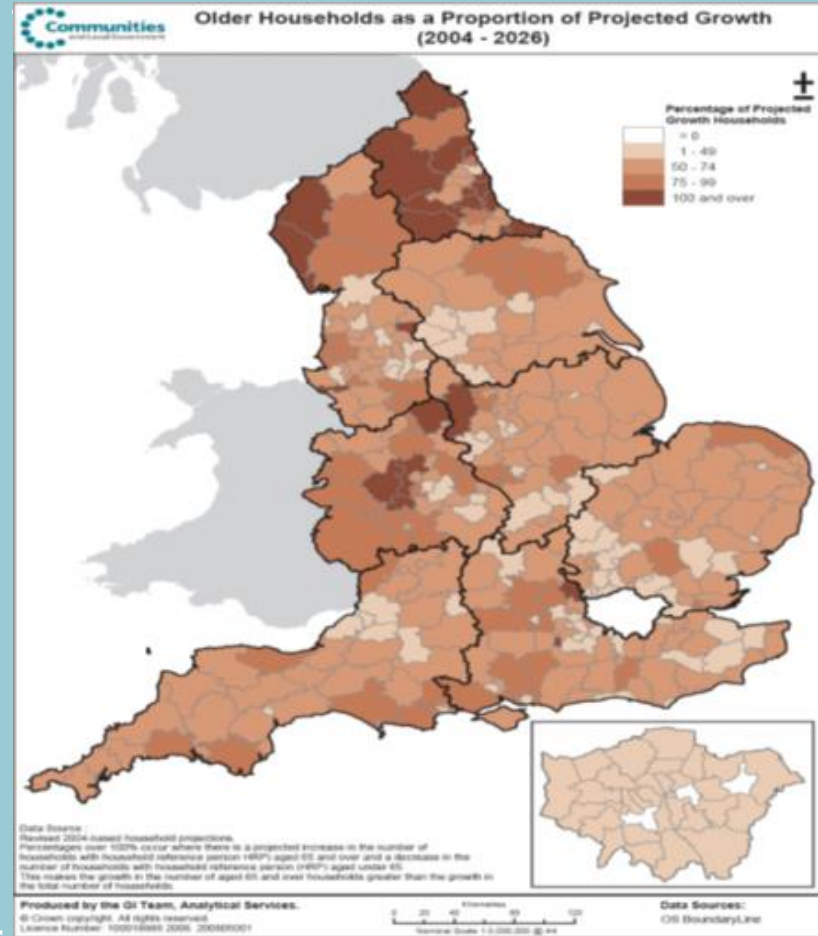
NATIONAL PERSPECTIVE

NATIONAL PERSPECTIVE: MORE OLDER PEOPLE

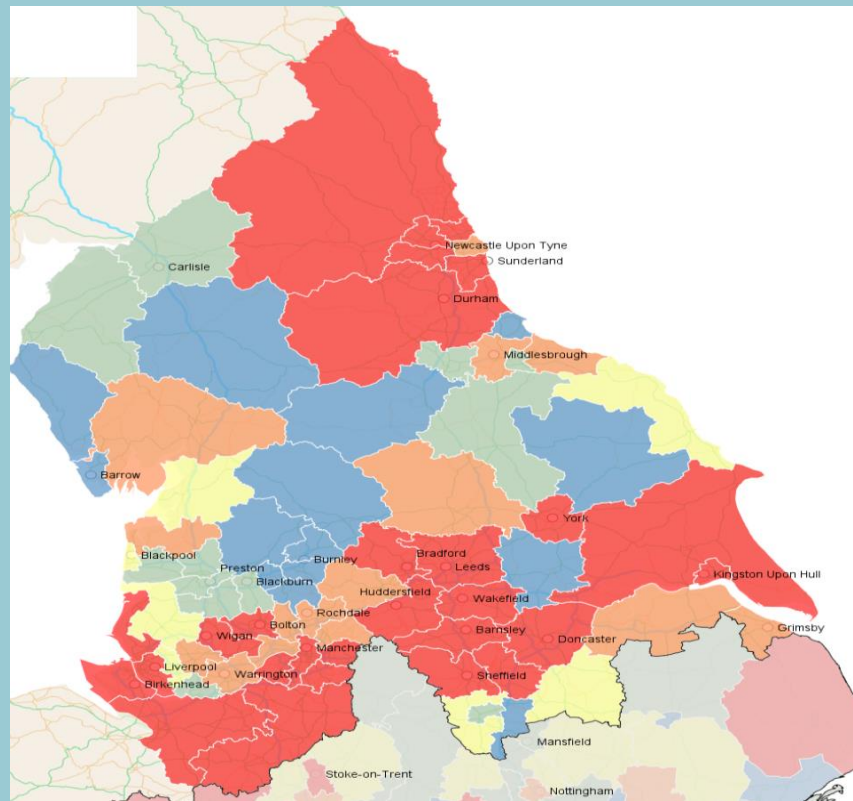
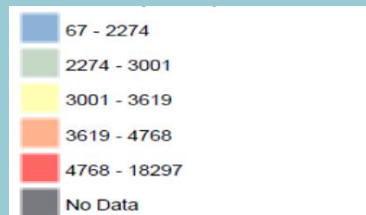
In many parts of the NE & some in NW, all projected growth is in 65+ households, and is accompanied by a decrease in under 65s.

Nationally, to 2029 the population aged 65+ is projected to rise by 47% in urban areas

Despite industrial past, a lot of the North is rural in nature: nationally in rural areas, 90% of projected household growth will be amongst 65 year old+ households



OLDER PEOPLE WITH SUPPORT NEEDS 65 YEARS+ (2016 ESTIMATES)



PROVIDING HOMES FOR OLDER PEOPLE MATTERS

It saves money...

- People living in extra care use less care hours than if they were living in the community – care packages reduced by 16% after moving into extra care than pre-move.

It's not just about rented homes...

- If one couple for every 50 older homeowners moved into a new specialist retirement home for at least 10 years, would yield savings of £14.5bn nationally

And given the maps I showed you, the HAPPI 4 findings and today's event ...

- We know it absolutely matters in rural areas!

Housing White Paper – Fixing Our Broken Housing Market – February 2017

“...the Government is introducing a new statutory duty through the Neighbourhood Planning Bill on the Secretary of State to produce guidance for local planning authorities on how their local development documents should meet the housing needs of older and disabled people”.

NPPF – March 2018

“In determining the minimum number of homes needed, strategic plans should be based upon a local housing need assessment, conducted using the standard method in national planning guidance [Para 61]...

Within this context, policies should identify the size, type and tenure of homes required for different groups in the community (including, but not limited to, those who require affordable housing, families with children, older people, students, people with disabilities, service families, travellers, people who rent their homes and people wishing to commission or build their own homes”.

We have a **big role** to play

Our investment in supply and interventions in the market will help deliver 300,000 homes a year by the middle of the next decade.



ACCESS TO FUNDING PROGRAMMES

Affordable Homes

Programmes open for bids. £9bn funding MHCLG plus DOH Care & Support fund. Available for a range of tenures & specialist homes.

SOAHP

- Affordable Rent; Shared Ownership/OPSO; Rent to Buy; Specialist Rent
- Social Rent in LAs where weekly rent is £50+ more for private rent than social rent

CASSH

- Specialist accommodation – Tenures as above but no SR

Both – encourage rural development; completion by end March 2021

HRA Borrowing Programme - can be used alongside SOAHP & 121 RTB receipts; LA eligibility as Social Rent

Affordable Homes

Key considerations

What we can and can't support

Not one size fits all – we need different choices of accommodation & support

Homes that meet aspirations – not just need

Location – Sustainability – Scale of need v viable scheme size

Space – personal, communal & storage!

Is the revenue in place to support peoples' independence?

We can't grant fund step-up/step down accommodation.

We can't grant fund shared ownership homes with a local connection criteria attached to them except on rural exception sites.

Maximum staircasing to 80% okay for DPAs & rural exception sites.

We can't fund S106 homes unless exceptional case.

Land

Open bidding for most Homes England sites.
Requirement to deliver best value but this does not preclude innovation.

- We are open to ideas as to the use of land by public bodies in a mutually beneficial way that optimises land receipts as far as possible and if identified as an area of specific housing need by the LA, include some specialist accommodation for the benefit of local communities.
- This may include deferred land receipt and joint ventures with housing associations and NHS providers and commissioners where the delivery of new specialised accommodation will help reduce the burden on stretched health and care budgets.

Could we make better use of land holdings in a mutually beneficial way that optimises both land receipts and delivers older persons' accommodation?

Homes England Investment

Homes England Investment development finance is not specifically targeted at housing schemes for vulnerable and older people but this is not ruled out.

There has not been much interest on behalf of this sector of the market despite...

- Homes England Investment funding being available
- The aim to focus the funding on areas of greatest need where the private sector will not intervene

What can we do to encourage more EOIs/bids?

WORKING WITH HOMES ENGLAND

Working with Homes England

Homes England therefore works with LAs, Housing Associations & other Investment Partners and Registered Providers (RP) for grant funded projects.

We also invest in market homes through our loans to private developers, SMEs, contractors & RPs.

And we dispose of land for others to develop new homes.

But how can we get closer to 'Health' – & which parts of 'Health'?

We need more joint meetings with housing & adult services in LAs.

How can we pull our funding together to provide more developments that cater for relatively independent people through to those needing temporary accommodation ?

Working with Homes England

Homes England gives special consideration to supported housing and homes in rural areas.

Although not a specific target for housing in rural areas, we consistently encourage bids. Performance 2017/18:

Nationally 12%

NEYTH 5%

NW 2%

We feed into Rural Housing Enabler networks.

We assess supported housing bids against HAPPI principles.

SCHEMES IN RURAL AREAS

THE GREEN, NETTLESWORTH, COUNTY DURHAM



“This area has so many memories for me, I feel very lucky to live here.”

Josephine Watt, 77, tenant of one of the 8 bungalows built at The Green

KIRKWOOD HOUSE, LEYBURN, RICHMONDSHIRE



BOLTSBURN CRESCENT, ROOKHOPE, COUNTY



LOCAL INTERVENTION

A single shared ownership bungalow purchased from developer ...

- Unsuitably housed older people - private renting (but could be home owners) – eating into their savings.
- Insufficient equity to buy something suitable on the open market and too much to be considered for affordable rent. Too old to get a mortgage. SO STUCK

Intervention...

- Enables people to purchase a share of the property and pay a small rent.
- Stay in their local community.
- And in many cases probably live in a more efficient property – air source heating.

We want to disrupt the market

Delivering homes for older people in rural areas is part of this... how can you help?



DISCUSSION

Thanks

Any questions?

Get in touch if you'd like to talk in more detail.

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