

# Glasgow's Interim Housing Contribution Statement 2 2019-2022



**12<sup>th</sup> March 2019**

## 1. INTRODUCTION

Glasgow's Integration Authority is required to develop an Interim Housing Contribution Statement 2 (HCS 2) under the Public Bodies (Joint Working) (Scotland) Act 2014. The Interim HCS 2 outlines how partners intend to work together to address the issues, establish priorities and deliver actions detailed in this statement.

Development and Regeneration Services – Housing and Regeneration Services (Glasgow City Council) has led the development of the Interim HCS 2 in partnership with Glasgow City Health and Social Care Partnership (GCHSCP) and members of the Housing, Health and Social Care Working Group.

Glasgow's Interim HCS 2 describes the city's housing contribution towards meeting the national and local priorities and outcomes for health and social care. The interim statement outlines how Glasgow has and will, over the next 3 years, meet the needs and the challenges relating to providing housing, health and social care services. Responses to the challenges are also outlined in the Interim HCS 2. Glasgow's Interim HCS 2 explains housing's role in delivering the IJB Strategic Plan's priorities.

The Interim HCS 2 has been developed in partnership with various organisations that are members of Glasgow's Housing, Health and Social Care Group. The members of the group include:

- Glasgow City Health and Social Care Partnership (Social Care and Health);
- Glasgow and West of Scotland Forum of Housing Associations (GWSF);
- Scottish Federation of Housing Associations (SFHA);
- Wheatley Group;
- Glasgow Council for the Voluntary Sector (GCVS);
- Scottish Care; and
- GCC Development and Regeneration Services – Housing and Regeneration Services.

The Housing, Health and Social Care Group is part of the Strategic Planning structure of the GCHSCP.

Glasgow's housing sector provides a key role in supporting health and social care partners to meet a wide range of outcomes through the provision of housing, support and management services. As part of the development of the interim statement, a consultation event was held during January 2019 to engage with health, social care, housing, third and independent sector representatives on housing's role in delivering health and social care priorities, discuss the Integrated Joint Board's Draft Strategic Plan and inform the Interim HCS 2. The overarching outcome that relates to the Interim HCS 2 is housing's role in contributions to the Strategic Plan priorities and improving the health and wellbeing of Glasgow's citizens.

This interim statement covers the following areas:

- A summary of Glasgow’s demographics, issues relating to housing, health and social care, priorities and outcome and the actions is outlined in Section 2.
- A review of Glasgow’s Housing Contribution Statement 2016-19 has been undertaken and is detailed in Section 3.
- Section 4 outlines Glasgow’s demographics relating to health and social care, key national and local housing, health and social care policy documents that have informed the Interim HCS 2.
- The governance arrangements for Glasgow’s Housing, Health and Social Care Group are explained in Section 5.
- The housing challenges that Glasgow is likely to experience during the next 3 years in relation to health and social care services are detailed in Section 6.
- Section 7 provides details of the shared priorities for housing, health and social care services in Glasgow.
- The action plan is outlined in Section 8.

There are various photographs illustrated throughout the Interim HCS 2 and these highlight examples of partnership working between DRS – Housing and Regeneration Services, RSLs and GCHSCP and other partners. These photographs all demonstrate examples of housing’s contribution to health and social care priorities. Information relating to the photographs is outlined in Table 1.

**Table 1 – Photographs and Project Information**

<b>Photograph</b>	<b>RSL</b>	<b>Development</b>	<b>Type of Particular Need</b>
1	Partick HA	Broomlea	Physical Disability and Amenity
2	Shettleston HA	Fernan Gardens	Older People
3	Wheatley Group (Loretto HA)	Tollcross Road	Physical Disability and Amenity
4	Ardenglen HA	Medical Adaptation	Physical Disability
5	Wheatley Group (Loretto HA)	Barclay Street Phase 1	Physical Disability and Amenity
5	West of Scotland HA	Camlachie Phase 10	Older People
6	Parkhead HA	Whiterose Phase 2	Physical Disability

## 2. SUMMARY OF GLASGOW'S INTERIM HOUSING CONTRIBUTION STATEMENT 2 (2019-22)

The key demographic, policy context, challenges, priorities and actions are outlined in this section. Further details of each section are provided within the chapters of the Interim HCS 2.

### Glasgow's Demographics

Glasgow's key demographic trends that relate to housing, health and social care planning are:

- A forecast increase in population of 18,637 people (+3%) between 2017 and 2026;
- The current average life expectancy is lower for both males and females than the Scottish national average;
- Between 2016 and 2026, the number of households with people aged 60-64 is expected to increase by 31%;
- Glasgow has a higher percentage of people (12%) aged 16 years and over that live in bad/very bad health compared to the Scottish national average, which is 6%;
- 42% of Glasgow's population live in the 15% most deprived areas (data zones) of Scotland;
- 16% of Glasgow's population claim out of work benefits; and
- The number of households is forecast to increase by 11,311 households between 2017 and 2026.

### Glasgow's Housing, Health and Social Care Challenges

The key housing, health and social care challenges that Glasgow is likely to experience between 2019 and 2022 are:

- Preventing and addressing homelessness;
- Meeting the housing requirements of people with particular needs;
- Planning and implementing digital and technology initiatives;
- Strengthen Participation from RSL Partners in Health and Social Care Integration;
- Widening the delivery and funding of care and repair services;
- The impacts of Universal Credit/Welfare Reform; and
- Providing housing, services and support to asylum seekers and refugees living in Glasgow;

## Glasgow's Interim Housing Contribution Statement 2 Priorities and Outcome

The Strategic Plan priorities that this statement supports are:

- Early intervention, prevention and harm reduction;
- Providing greater self-determination and choice;
- Shifting the balance of care;
- Enabling independent living for longer; and
- Public protection.

The overarching shared outcome, which is also reflected in Glasgow's Housing Strategy (2017 - 2022) is to:

- Promote health and wellbeing.

## Glasgow's Actions to Address the Identified Issues

The Actions are:

- Deliver the Council's Affordable Housing Supply Programme (AHSP) and increase the supply of homes to address homelessness and households with particular needs;
- Continue joint working on potential future use of surplus land/ properties for housing;
- Develop a Housing and Health and Social Care Investment Group;
- Agree and implement a plan for an updated Health and Social Care Needs Assessment;
- Implement the Rapid Rehousing Transition Plan;
- Development of Glasgow's Digital Housing Statement/Strategy;
- Implement the Recommendations from the Task Force Report and continue to support Asylum Seekers and Refugees living in Glasgow;
- Contribute to the delivery of Technology Enabled Care (TEC) projects;
- Re-model housing support services as part of re-shaping supported accommodation;
- Implement recommendations from the Equipment and Adaptations Working Group;
- Develop new models of provision for older, disabled and vulnerable people;
- Contribute to the delivery of the Accommodation Based Strategy (ABS);
- Monitor and respond to the impacts of Welfare Reform;
- Support the development of housing providers' role in locality plans;
- Develop Glasgow's Common Housing Register and
- Continue and expand the delivery of the Care and Repair Service;



### 3. A REVIEW OF GLASGOW'S HOUSING CONTRIBUTION STATEMENT 2016-19

A review of the priorities and action plan that are outlined in the previous HCS (2016-19) has been undertaken and is outlined in Table 2. The review describes progress that has been made since Glasgow's HCS was approved and has helped inform the issues, priorities and proposed actions outlined within this interim statement. In many ways, progress across the Action Plan reflects the evolving relationship between housing, health and social care.

**Photograph 1 – Partick Housing Association Broomlea**



**Table 2 – Review of Glasgow HCS 2016-19 Action Plan**

Action	Timescale	Status
Re-configure the Housing, Health and Social Care Group (HHSCG) and reset within GHSCP governance	December 2016	Membership was refreshed following the completion of the first Housing Contribution Statement (HCS)
Establish a short life Working Group on Equipment and Adaptations	June 2017	This Group was established and has delivered a report with recommendations
Implement recommendations from the Equipment and Adaptations Working Group	April 2018	Recommendations will be consulted on during Spring 2019: objective is to have partners signed up to a new Protocol on Housing Solutions and Adaptations by Spring 2020
Review the Social Care Housing Investment Priorities (SCHIP) Process and implement change	April 2017	In Progress: group established to take forward
Develop an action plan to support vulnerable people to access appropriate housing (re. Housing Options)	December 2017	Housing sector input into the development of Housing First and the Rapid Rehousing Transition Plan (RRTP). Housing Options for Older People programme in operation and has demonstrated partnership working with RSL partners and delivered successful outcomes
Agree and implement a plan for updated needs assessment	TBC	It is proposed that this work be aligned to the new Housing Needs and Demand Assessment process commencing later in 2019
Develop new models of provision for older, disabled and vulnerable people	Ongoing	Housing and Regeneration Services with partners including Registered Social Landlords (RSLs) are developing new models for inclusion within the Affordable Housing Supply Programme (AHSP)
Contribute to the delivery of the Accommodation Based Strategy (ABS)	2018	Ongoing – housing initiatives include Housing Options for Older People, Care and Repair and ‘Home from Hospital’
Contribute to the delivery of Technology Enabled Care (TEC)	2016-18	Ongoing - Scottish Government’s TEC programme ended September 2018. The housing sector is developing joint proposals with health and social care to become a national Pathfinder. This ‘Transforming Local Systems’ approach aims to embed digital technology in the transformation of local support for health and wellbeing. The HSCP with GWSF have run ‘Technology Enabled Living’ events to raise the profile and application of technology within the local housing system.
Target Affordable Warmth Programme in areas of greatest need	2017/18	Programmes implemented throughout the period of the IJB plan and will continue to April 2020 at least
Assess the impact of welfare reform	2017/18	Ongoing – a Housing Project funded by the City Council is providing services to vulnerable tenants in the Private Rented Sector (PRS) affected by Welfare Reform. The Project takes a ‘Housing Options’ approach linking with social care, health improvement and other services
Re-model housing support services as part of re-shaping supported accommodation	TBC	Supporting the HHSCP’s Clustered Supported Living initiative
Support the development of housing providers’ role in locality plans	2017/18	Ongoing through Essential Connections and other Forums
Develop joint working on potential future use of surplus land/properties for housing	2017/18	Sites such as the former Victoria Infirmary being developed for affordable housing including new models for older households ‘rightsizing’

Although described as an action plan this is, in effect, an agenda of key joint issues that were identified by the Housing, Health and Social Care Group (HHSCG) for the initial Housing Contribution Statement (2016). HHSCG is the mechanism supporting housing's role in health and social care integration and to help facilitate or co-ordinate, where relevant, activities that have been identified in the Action Plan. Progress is reported back to the HHSCG. A number of actions will continue during the course of the second Strategic Plan.

In some areas, such as the Accommodation Based Strategy (ABS) and Technology Enabled Care (TEC), the Health and Social Care Partnership leads with support from the Group and individual RSLs and others. Housing and Regeneration Services, within DRS, tends to lead on those actions related to affordable housing investment and energy efficiency/fuel poverty, again, through joint working with partners. There are examples of strong partnership working to deliver service improvements such as Housing Options for Older People and the work currently being progressed in relation to the delivery of TEC.

As can be expected, progress on all actions has not been uniform due to competing demands on resources. In this respect, one key action, agreed by HHSCG, was the establishment of the Working Group on Equipment and Adaptations. The Working Group had representation from a range of housing organisations including the Private Rented Sector (PRS), health and social care. Representation from ihub enabled initiatives at national level to be considered within the local Glasgow context.

The Working Group took a detailed and comprehensive approach to its work. It considered case studies to highlight the pathways and challenges to accessing services. For the Group, it became clear that engagement with service users should take place earlier and should centre of the person/household. This approach focuses on identifying the correct housing option/solutions for persons which may or may not entail adaptations but could look at other housing solutions. This housing solutions approach was tested in pilot training programmes for frontline staff across housing, health and social care services with very positive feedback.

The Working Group has produced a report with a number of recommendations covering the housing solutions approach, service pathways, minor adaptations and governance. The intention is to consult on these recommendations during the Spring 2019, finalise the report and recommendations with the goal of having a Protocol covering all relevant partners agreed in Spring 2020.

The HCS and action plan helped inform the development of the 'Promote Health and Wellbeing' strategic theme in Glasgow's Housing Strategy (2017). As we develop this second Housing Contribution Statement with our partners it is well worth remembering that good quality affordable housing and services are at the core of health and wellbeing. This has informed the overarching 'Promote Health and Wellbeing' theme and outcome, which runs throughout the Interim HCS 2.



## 4. HOUSING, HEALTH AND SOCIAL CARE STRATEGIC PLANNING

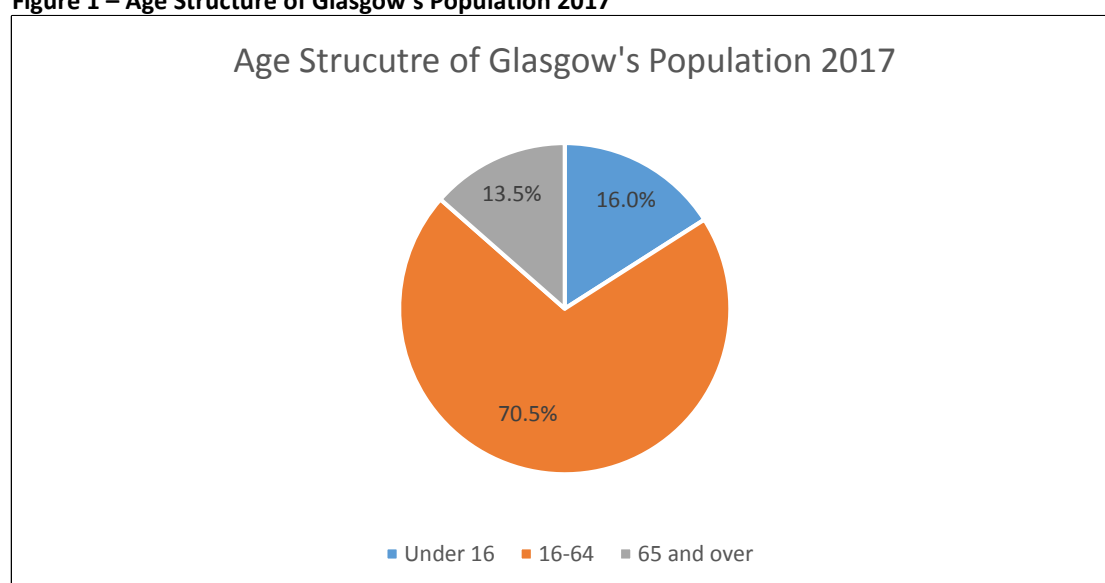
This section of the Interim HCS 2 outlines details of population, health, socio-economic and housing data and trends. A review of key national and local policy documents related to housing, health and social care has also been undertaken.

### GLASGOW'S DEMOGRAPHICS

#### Glasgow's Population

- Estimate was 621,020 (11.4% of Scotland's population) during 2017<sup>1</sup>.
- Is expected to rise by 18,637 between 2017 and 2026, an increase of 3.0%<sup>1</sup>.

Figure 1 – Age Structure of Glasgow's Population 2017<sup>2</sup>



#### Health

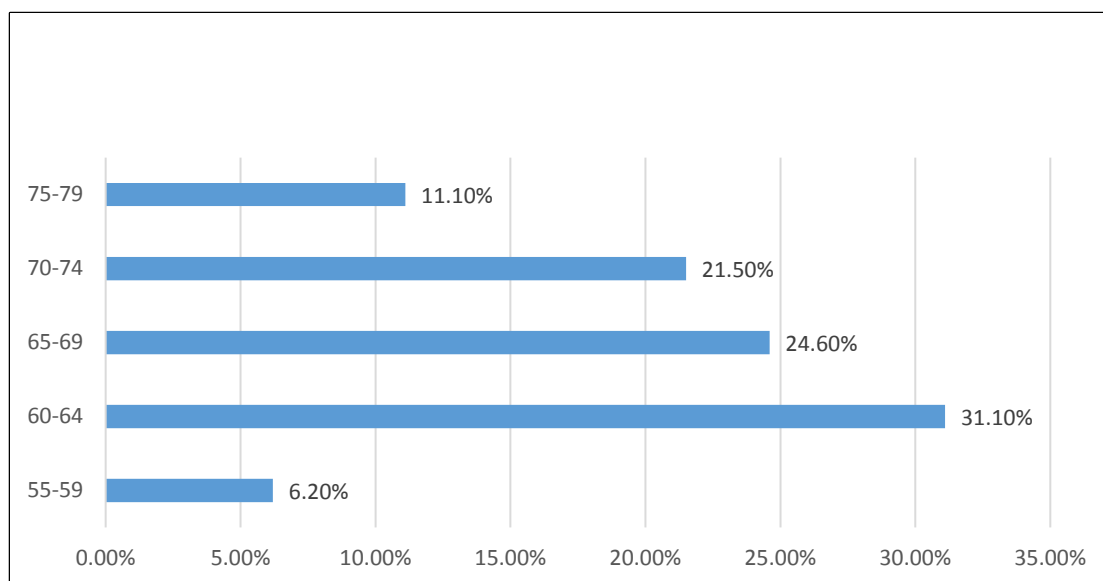
The life expectancy for Glasgow's population for:

- Men is 72.9 years compared to the Scottish national average (men) of 77.4 years<sup>2</sup>.
- Women is 78.2 years compared to the Scottish national average (women) 81.3 years<sup>2</sup>.

<sup>1</sup> National Records of Scotland and GCC – Development and Regeneration Services

<sup>2</sup> National Records of Scotland

Figure 2 – Glasgow’s Projected Change in the Number of Households Aged between 55 – 79 Years Old<sup>2</sup>



- By 2026, the 60 – 64 category is predicted to have the largest percentage increase at 31%<sup>2</sup>.
- Glasgow’s healthy life expectancy is 55.9 years of age for men and 58.5 for women<sup>3</sup>.
- Around 12% of Glasgow’s 16 and over population has said that they live in ‘bad/very bad’ health compared to 8% of Scotland’s adults<sup>3</sup>.
- A third of Glasgow adults, more than 170,000, live with a limiting long-term illness or condition similar to 32% of Scotland’s adults<sup>3</sup>.
- Over a fifth (23%) of Glasgow adults are estimated to drink hazardous / harmful levels of alcohol – slightly less than the national average of 25%<sup>3</sup>.
- Glasgow has more than 13,000 problem drug users, 3.2% of the adult population – almost double the national average of 1.7%<sup>3</sup>.
- A fifth of Glasgow’s population, more than 125,000 people, is prescribed drugs for anxiety, depression and psychosis. The Scottish average is 19%<sup>3</sup>.
- 21% of Glasgow adults have common mental health problems compared to 16% of Scotland’s adults, with far higher proportions for females (25% Glasgow and 17% Scotland) than males (17% Glasgow and 14% Scotland) in both Glasgow and Scotland<sup>3</sup>.
- It is estimated that more than 100,000 people in Glasgow have a physical disability – 17% of the population<sup>3</sup>.
- More than 8,000 people are estimated to be suffering from dementia in Glasgow<sup>3</sup>.
- Around 3,700 people, 0.6% of Glasgow’s population, are recorded as having a learning disability, whilst almost 13,000 people, 2.1%, are reported as having a learning difficulty<sup>3</sup>.

<sup>3</sup> Glasgow Health and Social Care Partnership

## Socio-economic

**Table 3 – The Change in Glasgow’s Population and Deprivation Categories Between 2004 and 2016<sup>4</sup>**

<b>SIMD CATEGORIES</b>	<b>2004</b>	<b>2006</b>	<b>2009</b>	<b>2012</b>	<b>2016</b>
1%-5%	178,833	133,651	127,857	121,728	128,276
6%-15%	122,460	130,854	119,343	117,630	130,252
1%-15%	301,293	264,505	247,200	239,358	258,528
<b>Population</b>	<b>569,560</b>	<b>568,480</b>	<b>581,620</b>	<b>595,080</b>	<b>615,070</b>
1%-5%	31.4%	23.5%	22.0%	20.5%	20.9%
1%-15%	52.9%	46.5%	42.5%	40.2%	42.0%

The change in Glasgow’s population and deprivation categories between 2004 and 2016 is outlined in Table 3. In 2016:

- 42% of Glasgow’s population lived in the 15% most deprived areas of Scotland<sup>4</sup>.
- Nearly 20% lived in an income deprived area (12% for Scotland)<sup>4</sup>.
- 16% of working age people lived in an employment deprived area (11% for Scotland)<sup>3</sup>.
- 29% of Glasgow pupils P4 and above (13,500 school pupils) were registered for free school meals. The Scottish national average is 16%<sup>3</sup>.
- 16% of Glasgow’s residents claimed out of work benefits (10% for Scotland)<sup>5</sup>.
- 25% of households in Glasgow had no adults in employment (18% for Scotland)<sup>5</sup>.
- According to the Scottish Index of Multiple Deprivation, Glasgow had 56 of the 100 most deprived data-zones in Scotland. Moreover, 7 of the 10 most deprived data-zones were also in Glasgow<sup>4</sup>.

## Housing

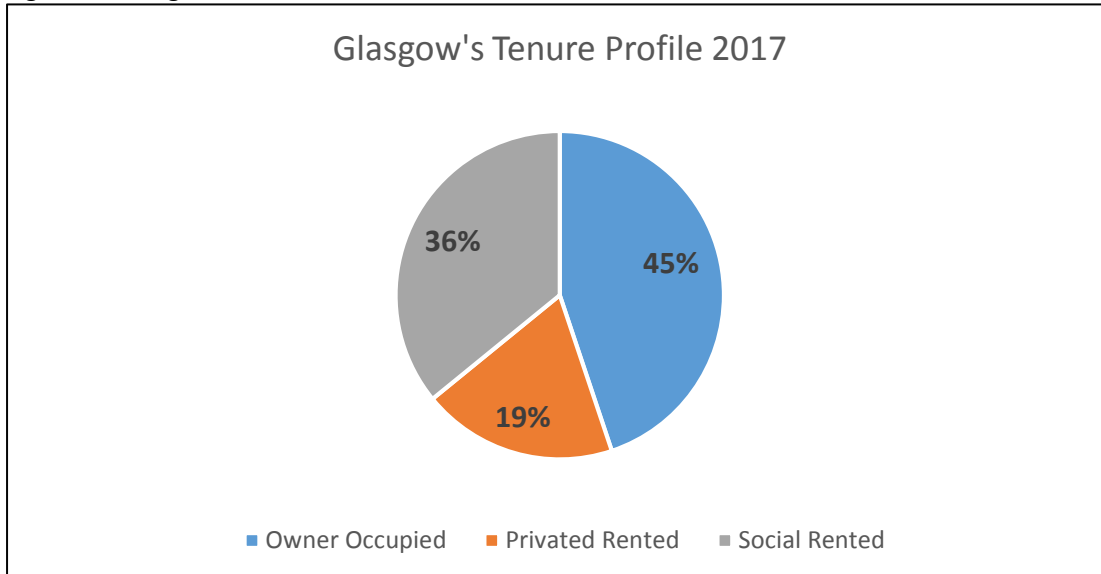
Glasgow’s housing tenure profile (2017) is outlined in Figure 3. During 2017, there were:

- 134,332 owner occupied properties (45%);
- 107,448 social rented properties (36%); and
- 57,651 private rented properties (19%).
- Total – 299,431 properties.
- The projected number of households in 2026 is expected to increase to 310,742 households<sup>2</sup>.
- It is estimated that by 2026, the one adult household type is predicted to remain the most common at 47% of households. The one adult household is also predicted to see the largest percentage increase (13%) by 2026<sup>2</sup>.

<sup>4</sup> Scottish Index of Multiple Deprivation

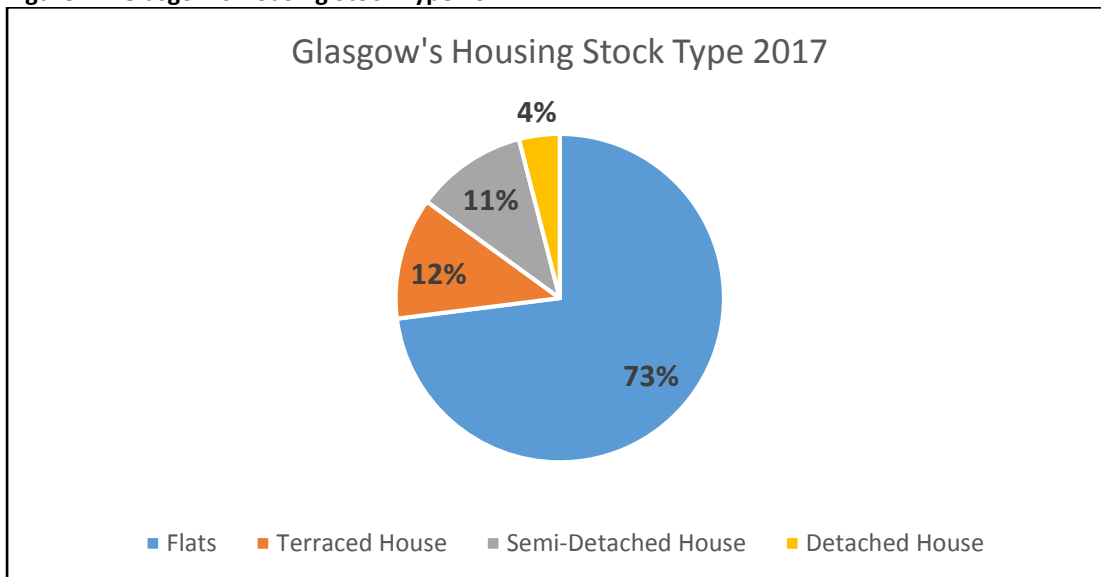
<sup>5</sup> Understanding Glasgow

Figure 3 – Glasgow’s Tenure Profile 2017<sup>6</sup>



Due to the urban nature and high housing density of Glasgow, the stock type is predominately flats. Information relating to the housing stock profile is outlined in Figure 4.

Figure 4 – Glasgow’s Housing Stock Type 2017<sup>2</sup>



## NATIONAL POLICY

### Housing Advice Note

During 2015, the Scottish Government prepared statutory guidance to Integration Authorities, Health Boards and Local Authorities on their responsibilities to involve housing services in the integration of health and social care and to support the achievement of the National Health and Wellbeing outcomes. The Section 53 of the Public Bodies (Joint Working) (Scotland) Act 2014 requires Integration Authorities, Health Boards and Local Authorities to have regard to the Housing Advice Note when exercising functions under the Act.

<sup>6</sup> GCC Development and Regeneration Services

Guidance, which is outlined in the Housing Advice Note, sets out the new requirements for Housing Contribution Statements. The Interim HCS 2 sets out the role and contribution of the local housing sector in meeting the outcomes and priorities identified within the Strategic Plan. In practical terms, given the link to the Local Housing Strategy, GCC, as the strategic housing authority, assists closely in this, and facilitates mainly through the Housing, Health and Social Care Group, for the wider housing sector (i.e. Housing Associations) to contribute.

**Photograph 2 – Shettleston Housing Association – Fernan Gardens**



The Scottish Government has identified 9 national health and wellbeing outcomes, which underpin Health and Social Care Integration:

Outcome 1: People are able to look after and improve their own health and wellbeing and live in good health for longer.

Outcome 2: People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.

Outcome 3. People who use health and social care services have positive experiences of those services, and have their dignity respected.

Outcome 4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

Outcome 5. Health and social care services contribute to reducing health inequalities.

Outcome 6. People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.

Outcome 7. People using health and social care services are safe from harm.



Outcome 8. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.

Outcome 9. Resources are used effectively and efficiently in the provision of health and social care services.

The Interim HCS 2 has considered the national outcomes and determined the relationships to these and the priorities in the IJB Strategic Plan.

## LOCAL POLICY

### GCHSCP Draft Integrated Joint Board Strategic Plan

The second Strategic Plan has been prepared by the Glasgow City Integration Joint Board and sets out how GCHSCP will deliver health and social care services over the next three years 2019-2022.

The Strategic Plan sets out the vision and future direction of health and social care services in Glasgow. It describes the planned activities that will achieve this including how the nine National Health and Wellbeing Outcomes for Health and Social Care in Scotland will be delivered in communities across the City. The second Strategic Plan reaffirms the 5 priorities set out in the first plan.

Each of the three local areas (North East, North West and South) that make up the GCHSCP develop their own Locality Plan with partners, including patients, service users, carers and the third and independent sectors. Each Locality Plan is updated every year to show how the Strategic Plan is being implemented locally. Locality Plans ensure services reflect local priorities, needs and community issues.

**Photograph 3 – Wheatley Group (Loretto Housing Association) Tollcross Road**



## **GCHSCP Rapid Rehousing Transition Plan**

Glasgow’s Rapid Rehousing Transition Plan (RRTP) sets out how City partners will work together over the next 5 years to deliver a housing led approach to tackling and ending homelessness in Glasgow. This means that if it is not possible to prevent homelessness, the city’s priority is to provide a safe and secure home for every homeless household as quickly as possible.

The RRTP aims to ensure that homeless households in Glasgow will spend much shorter periods in temporary accommodation than they do at present. The vision for rapid rehousing in Glasgow is simple and reflects the following 3 priorities:

- Homeless households spend as little time in temporary accommodation as possible;
- Flexible, person-centred support services are available that follow the person to settled housing; and
- The balance of temporary accommodation and support options shift from accommodation-based services to community-based services, which focus on people and their needs.

Glasgow’s vision for rapid rehousing is

“To reduce the time spent in temporary accommodation by enabling homeless households to access settled accommodation quickly and with the right support to sustain their housing outcome.”

## **Glasgow’s Housing Strategy**

Glasgow’s Housing Strategy (GHS) sets out the issues and challenges for housing across all tenures in Glasgow and how the Council and its partners will address these over the 5 years between 2017 and 2022. Glasgow’s strategic housing priorities, which are outlined in the Housing Strategy are to:

- Promote area regeneration and enable investment in new build housing;
- Manage, maintain and improve the existing housing stock;
- Raise management standards in the private rented sector;
- Tackle fuel poverty, energy inefficiency and climate change;
- Improve access to housing across all tenures; and
- Promote health and wellbeing.

GHS sets out a number of actions that relate to preventing and reducing homelessness in Glasgow. GCC will continue to work with partners across a range of housing organisations to develop joint arrangements for increasing access to housing for households affected by homelessness. Improving partnership working across the affordable housing sector will assist in improving the speed at which the Council’s housing investment programme is delivered. In this way, increasing both the volume and spend of delivering supply will contribute towards the rapid rehousing approach.

Improving health and wellbeing is a key housing priority that can be achieved through various investment projects, and services. There are various direct and indirect links between the 6 priorities and health and social care services.

## Glasgow's Strategic Housing Investment Plan 2019-2024

Glasgow City Council's (GCC) Strategic Housing Investment Plan (SHIP), which relates to the 5 year period between 2019/20 and 2023/24, was approved on 1<sup>st</sup> November 2018. The SHIP outlines the delivery plan for GCC's Affordable Housing Supply Programme (AHSP) and is part of a suite of documents that sit underneath Glasgow's Housing Strategy (2017-22). DRS – Housing and Regeneration Services, both in line with addressing housing need in Glasgow and the Scottish Government's More Homes Scotland approach, has worked with RSL partners to increase the volume of new homes that will be built by March 2021. The Council's ambitions and need to deliver new homes goes beyond March 2021 and these plans are detailed in the SHIP.

GCC aims to support the delivery of 8,464 affordable homes during the next 5 years based on a total £557.182m of AHSP grant that would be required to deliver this programme. The resource planning assumptions provided by the Scottish Government for Glasgow's AHSP are:

- £96.883m – 2019/20; and
- £103.853m – 2020/2021.

Housing need and regeneration priorities in Glasgow means this investment needs to continue beyond 2020/21 and the last 3 years of the SHIP plan are based on this approach. The Scottish Government has still to confirm the resource planning assumptions for the remaining period of the SHIP (2021/2022 – 2023/24).

Table 2 provides a summary of the unit completions that are outlined in GCC's SHIP 2019/20 – 2023/24. The profile and number of completions are dependent on actual resources made available over the five year period. In terms of tenure, 63% of the planned unit completions (5,342 units) outlined in the SHIP during the five year period will be for social rent. The completions profile that relates to social rented units during the 5 year period is outlined in Table 2.

**Table 4 – GCC SHIP Unit Completions 2019/20 – 2023-24<sup>7</sup>**

	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>	<b>Total</b>
General Needs	1,263	2,147	1,725	1,090	1,040	7,257
Wheelchair	163	186	160	115	98	724
Supported	12	0	0	0	0	12
Amenity (Elderly)	106	77	4	212	33	432
Particular needs	33	0	0	0	0	33
<b>Total</b>	<b>1,577</b>	<b>2,410</b>	<b>1,889</b>	<b>1,417</b>	<b>1,171</b>	<b>8,464</b>

GCC's plans to support RSL partners to develop and increase the supply of new build particular needs homes are outlined in the SHIP. Information relating to the number of particular needs homes during the period between 2019/20 and 2023/24 is outlined in Table 4.

<sup>7</sup> Glasgow City Council SHIP 19/20 – 23/24

The Glasgow Standard, which was adopted by GCC during 2018, requires RSLs developing projects that consist of 20 units or more to deliver 10% as readily adaptable. This policy applies to all subsidised housing that is funded by GCC and should ensure that housing stock across the city becomes more accessible and is geographically spread. The Council is keen to work with disability and housing stakeholders to monitor the effectiveness of this approach. When designing new housing, delivery partners are urged to co-ordinate with potential tenants either directly or through Social Work or Health Services at an early stage to ensure that the specific design enhances the independence of the tenant. During the period of the SHIP, there are plans to develop 724 wheelchair adaptable new homes.

Since the Transfer Management of Development Funding (TMDF) in 2003, GCC has dedicated a sizeable proportion of its resources towards the provision of specialist housing. The commitment to the provision of housing for social care needs continues.

As a priority, the SHIP sets out plans that will contribute towards reducing homelessness and assist in moving towards rapid rehousing. DRS – Housing and Regeneration Services is working in partnership with RSLs and GCHSCP to ensure that the size and type of new homes planned for construction in Glasgow reflects needs. This includes developing a range of properties including 3 bedroom homes and larger family houses (4 or more bedrooms and 6 or more bedspaces). It is recognised that there is a shortage in all sizes of family houses/flats in Glasgow particularly in relation to housing families that are affected by homelessness. A citywide new supply target of developing 60 larger family units (4 or more bedrooms and 6 or more bedspaces) each financial year has been established and is outlined in the SHIP.

### **Housing Solutions and Adaptations**

The adaptations programme is a critical support for many people to help them exercise choice when they wish to remain at home. Provision of equipment and adaptations is important in allowing people to stay in their own homes and to live independently. This includes owners and tenants renting privately.

A Joint Protocol document has been developed by Housing, Health, and Social Care Partners within Glasgow. The Joint Protocol supports local services to effectively and cohesively deliver a person-centred, equitable tenure-neutral approach to the provision of housing based solutions including Adaptations. The importance of housing in terms of people’s overall health and well-being is outlined within the document. A framework for joint working and service improvement for all Glasgow housing providers, Glasgow HSCP, and third sector partners is outlined.

**Photograph 4 – Ardenglen Housing Association Medical Adaptation**



The Protocol also offers the potential to align policy, including opportunities to standardise the application of eligibility criteria across the tenures, and provide a performance framework for the monitoring and review of the key elements of the overall service, across all housing, health and social care partners.

The Joint Protocol working group plans to consult on the development of the document and proposed practices with all stakeholders and aims to adopt the document during 2019. This will ensure that people across all housing tenures can live in their homes as long as they want to, a person centred approach is promoted by all partners whilst encouraging realistic expectations and also offering a range of potential options.

Funding streams for the provision of adaptations are complex and linked to tenure. This requires housing health and social care partners, to ensure that satisfactory arrangements are in place to direct people effectively to the appropriate service.

In the region of £7m is spent per annum in Glasgow on equipment and adaptations from four budget sources. Funding is provided by DRS – Housing and Regeneration Services (through the AHSP and the Scheme of Assistance), Glasgow Housing Association and GCHSCP. Information relating to the funding of adaptations is provided in Table 5.

**Table 5 – Adaptations Budgets**

<b>Adaptations Budget</b>	<b>Annual Fund</b>	<b>Client Groups</b>
DRS Housing and Regeneration Services AHSP	£2.500m	RSL Tenants
DRS Housing and Regeneration Services Scheme of Assistance	£2.000m	Owner Occupiers
Glasgow Housing Association	£1.600m	GHA Tenants
Glasgow City HSCP Equipu	£1.000m	Tenure Neutral
<b>TOTAL</b>	<b>£7.100m</b>	



## 5. GOVERNANCE

The Glasgow City Integration Joint Board is the legal entity responsible for the strategic planning of health and social care services in Glasgow. The Integration Joint Board comprises voting members (8 Elected Members from Glasgow City Council, and 8 non-Executive Directors from NHS Greater Glasgow and Clyde) and non-voting stakeholder representatives, including the voluntary and independent sectors, patient, service user and carer representatives and professional advisors such as clinicians and the Chief Social Work Officer. As Glasgow City Council is the strategic housing authority, a representative from GCC's Development and Regeneration Services is a non-voting member of the Board.

The Strategic Planning Forum has been established to co-ordinate the activity required to develop the overarching Strategic Plan for the Partnership, and as a vehicle to co-ordinate activity across Strategic Planning Groups to ensure that care groups do not operate in isolation.

Glasgow's Housing, Health and Social Care Group meets monthly to discuss related issues and opportunities connected with a wide range of care groups. An overview of the care groups and the services that are discussed at the meetings is provided within this section of the Interim HCS 2 and this forms an important part of the governance. The group's prime focus is to co-ordinate the activities of all sectors and deliver outcomes relating to improved health and wellbeing for the people of Glasgow. The care groups and services provided by members of Glasgow's Housing, Health and Social Care Group are outlined in Table 6.

**Photograph 5 – Wheatley Group (Loretto Housing Association) Barclay Street Phase 1**



**Table 6 – Care Groups and Services Provision**

Care Group	Services Provision
Older People	<ul style="list-style-type: none"> <li>• The provision of affordable, safe, secure and energy efficient homes so that older people can live independently is fundamental to health and wellbeing outcomes</li> <li>• Development of specialist provision where there is an identified need</li> <li>• Support for hospital avoidance and discharge</li> <li>• Support delivery of the Dementia Strategy</li> <li>• Tackling social isolation and loneliness</li> <li>• Advice and information through Housing Options for Older People Programme</li> <li>• Planning the development of new build homes for older people</li> </ul>
Physical and Learning Disabilities	<ul style="list-style-type: none"> <li>• Developing new homes that meet the needs of people with disabilities</li> <li>• Allocations policies to increase accessibility to appropriate housing including new housing</li> <li>• Link into Glasgow Disability Alliance’s Independent Living Strategy</li> <li>• Progress the development of Glasgow’s Common Housing Register</li> </ul>
Mental Health	<ul style="list-style-type: none"> <li>• Strengthen links between mental health commissioning and the housing sector</li> </ul>
Alcohol and Drugs	<ul style="list-style-type: none"> <li>• Build on the housing initiatives through the Recovery Housing pilot and establish clear pathways with the housing sector</li> <li>• Link in with the Community Planning Partnership’s Single Outcome Agreement (SOA) with respect to alcohol and drugs</li> </ul>
Homelessness	<ul style="list-style-type: none"> <li>• Support Housing First approach</li> <li>• Support asylum seekers and refugees</li> <li>• Delivering the PRS Hub project</li> <li>• Implementing the delivery of the city’s R RTP</li> <li>• Support the Housing Options programme</li> <li>• Work with HSCP to ensure effective inter-operational interfaces in order that vulnerable people can access services</li> <li>• Work with the HSCP to examine routes into Housing Support</li> <li>• Continue to invest in Money &amp; Debt Advice Services that support tenants to maximise their income and pay their rent</li> </ul>
Carers	<ul style="list-style-type: none"> <li>• Support early intervention work with carers</li> </ul>
Children Services	<ul style="list-style-type: none"> <li>• To support the wellbeing of the child in its widest sense and to support the safeguarding of children by early identification and reporting of children suffering neglect/abuse</li> <li>• To work with the HSCP to ensure that young people receiving continuing aftercare are able to access tenancies with support</li> <li>• Work with RSLs to identify opportunities to develop new homes for children and use/adapt existing housing stock to meet the needs of families that have children with health conditions</li> </ul>
Community Justice	<ul style="list-style-type: none"> <li>• To maintain engagement with Glasgow NASSO Strategic Group</li> <li>• To maintain locality Housing Options interface arrangements</li> <li>• To continue liaison with SOLO officers</li> <li>• To continue liaison with Housing Support providers</li> </ul>

## 6. CHALLENGES

Glasgow’s Interim HCS 2 has considered and identified challenges that relate to housing, health and social care. A summary of the challenges is outlined within this section.

### 1. Preventing and Addressing Homelessness

Glasgow City Council faces major challenges in preventing and alleviating homelessness and continues to receive the largest number of homeless applications per year in Scotland. Whilst the introduction of the Housing Options approach across Glasgow has contributed to a significant reduction in the number of Homeless Applications received, nationally, the City is fifth highest in terms of the number of Homeless Applications received per head of population. Difficulties remain in relation to provision of temporary accommodation, and processes around the provision of settled accommodation.

In 2017/18, approximately 5,200 households presented for assistance under the homelessness legislation in Glasgow with around 2,500 households receiving an offer of settled housing in that year. The length of time to discharge the homeless duty in Glasgow is greater than the time taken regionally in the West of Scotland Hub (at 14 weeks on average). This would indicate that significant improvement in speed through the homeless system in Glasgow is required particularly given that a key aspect of the vision for rapid rehousing is that time spent in any form of temporary accommodation is reduced to a minimum, with as few transitions as possible.

In Glasgow, the majority of Homeless Applications continue to be from single person households. Within this group, single male applicants account for the majority of applications (2,651 in 2017/18 – 51% of all Homeless Applications). Households with children equated to 1,312 or 25% of all homeless applications in Glasgow in 2017/18.

The Interim HCS 2 reflects the work undertaken to prepare the city’s RRTP through recognising homelessness and rapid rehousing as a priority. To ensure that homelessness is prevented, the speed that people are rehoused increases, and the appropriate level of support is provided, the interim HCS 2 has included various actions within the statement.

### 2. Meeting the Housing Requirements of People with Particular Needs

Due to the demographics and health and social care needs of Glasgow’s population, DRS – Housing and Regeneration Services, RSL partners and GCHSCP have an important role on gathering information in relation to the housing needs and demand of particular needs clients. GCC’s SHIP 2019/20-2023/24 provides an opportunity for all partners to deliver new homes that meet the needs of the care groups outlined in Table 6.

There is a need for all partners involved in housing, health and social care to develop priorities for investment. Providing support solutions in a more tailored homely setting could ease pressure on health and social care provision. In the existing funding climate with the restriction of public sector budgets and with the introduction of Welfare Reform, it is important that the Council and its partners look to develop new service models that recognise the housing requirements of a changing population with different needs and aspirations.

The Social Care Housing Investment Priorities (SCHIP) articulate the needs identified by the Health and Social Care Partnership (HSCP) for different social care groups and clients, after which RSLs are asked to express an interest in developing new or re-provision existing social care projects so that housing better meets the needs of residents. Projects in the high priority category of the SCHIP have revenue funding agreed and the document includes accommodation requirements specifying the built form with any geographical or site requirements.

The cost of developing particular needs housing tends to be higher than the cost of mainstream housing. There are no specific benchmarks for specialised housing and this can present challenges relating to the funding (particularly private finance contributed by RSL partners) of particular needs housing.

In addition to requirements for accommodation via the SCHIP, GCHSCP continue to need access to good quality individual housing lets for people returning to the community from a range of statutory, non-statutory care and support settings.

**Photograph 6 – West of Scotland HA Camlachie Phase 10**



Due to increase in older people living in Glasgow, DRS – Housing and Regeneration Services has been working with RSL partners to include the development of new homes that are designed to meet the needs of this client group. Developing amenity housing for older people has been and will continue to be a key priority for DRS – Housing and Regeneration Services. DRS – Housing and Regeneration Services understand the need to investigate and examine options to design and develop an elderly village housing model with RSL partners and GCHSCP. Developing such a model is likely to assist in meeting both the current and future needs of the city’s ageing population.

GCHSCP established a Housing Options for Older People service and this service has demonstrated good partnership working across the housing, health and social care sectors. The Housing Options for Older People service aims to help older people in hospital or at risk of hospital admission who are affected by housing issues. Taking account of older people’s individual circumstances, housing needs and personal choices, the Housing Options for Older People service offers high quality personalised housing advice to older people in hospital, intermediate care and the community.



The service provided by the team includes undertaking interviews with older people on hospital wards, in intermediate care units or their homes exploring in detail the impact of changing medical and personal circumstances. Working in close partnership and collaboration with a wide range of partners, the Housing Options for Older People team acts as a broker between health, housing and social work to enable older people to return /remain home or access alternative accommodation with an appropriate support package. The Housing Options for Older People service is funded by GHSCP through the Accommodation Based Strategy.

The key challenge is to establish a resource to explore and potentially implement an expansion of the service to improve options for people living with other health and social care issues.

RSLs are recognised as key stakeholders in the development of the HSCP's Transformational Change Programmes as approved by the IJB. Housing organisations are working in close alliance with the HSCPs and others in the following Technology Enabled Care related areas:

- Transitions to Overnight Supports for Adults;
- Expansion of Clustered Supported Living services for Older People;
- Development of new models of specialist provision such as ambient housing;
- Introduction of consumer pathway online resource to raise awareness of low cost ordinary living equipment to tenants, carers and housing staff;
- Widen access to affordable digital connectivity for older people; and
- Specialist grouped housing based model of Technology Enabled Care Services.

As highlighted in Glasgow's previous HCS, community based RSLs have outlined good examples of delivering support to their tenants with health and social care needs. There are still challenges in creating support networks in the owner occupied and private renting sectors. It is important that the housing options model is utilised across all tenures to ensure that households with particular needs can find suitable accommodation in a tenure of their choice and still retain their independence.

### **3. Planning and Implementing Digital and Technology Initiatives to Improve Housing Services**

DRS – Housing and Regeneration Services recognises the need to explore and identify methods of using both digital and technology to improve housing services in Glasgow. As part of the Housing Strategy Research Programme, DRS – Housing and Regeneration Services proposes to undertake a scoping exercise to investigate potential opportunities to improve the use of digital and technology within the housing sector. The use of digital and technology are both likely to increase with importance in the future. Introductory partnership events took place in 2018/19 which were coproduced between RSLs and the HSCP to inform and develop digital approaches for the benefit of tenants and housing organisations. These were underwritten by the principle that technology can complement rather than replace the human contact element

RSL partners are already using technology to improve services to their tenants and examples of innovation and good practice are highlighted within the Interim HCS 2. These examples demonstrate how digital and technological innovation have assisted people living with particular needs in affordable housing.



However, there is potential to work with all RSLs to:

- Understand the digital and technological initiatives that have been introduced by RSLs operating in Glasgow;
- Identify the challenges that exist and establish technology, digital and connectivity priorities;
- Set ambitious, but realistic objectives; and
- Deliver an action plan that outlines short, medium and long term actions.

There is a greater need to progress digital and technological initiatives due to the changes introduced through Welfare Reform. It is recognised that RSL partners face complexities and expenditure when assessing potential changes to the way that services are delivered. It is also recognised that vulnerable tenants either may not have access to, connections, confidence or skills to use technology so other supports need to be put in place.

There is a general consensus that technology will be vital in providing services. This role will increase in future, however, rather than replacing the human contact element, technology should complement it. While technology is intrinsic to the strategic priorities it is not used in a co-ordinated, standardised way. A joint digital strategy would therefore be beneficial to share best practice. Digital access is not universal, however, access to broadband could be factored in as a minimal cost for social tenants. A community based RSL in Glasgow is pioneering this approach in one of their new build developments to assist tenants' future care needs. This could benefit their health and wellbeing by reducing loneliness as they would be able to digitally communicate with friends and family.

#### **4. Strengthen Participation from RSL Partners in Health and Social Care Integration**

There are 68 RSL partners that have housing stock in Glasgow. GCHSCP received feedback from stakeholders at the Housing Consultation Event that was held during January 2019 and engagement on housing, health and social care was identified as an area that could be improved. RSL partners identified that improvements could be made through enhancing their participation during the housing, health and social care decision making process.

DRS – Housing and Regeneration Services and GCHSCP are keen to ensure that RSL partners are aware of housing, health and social care priorities and would like to explore how communication methods could be enhanced. At present, the Essential Connections Forum currently provide RSL partners with an opportunity to engage and work with GCHSCP to progress various housing, health and social care initiatives. There is an opportunity for RSL partners, at a local level, to potentially work together in partnership with the members of the (HHSCG) to identify issues, share best practice and liaise with Strategic Planning Area teams to deliver services.

**Photograph 7 – Parkhead Housing Association Whiterose Phase 2**



## **5. Funding and Expanding the Delivery of the Care and Repair Service**

The service provided helps owner occupiers aged 65 or over living within the city boundary to arrange repairs, improvements or adaptations to their home so that they can live in comfort and safety. The service is also available to vulnerable owners with a disability who have no adult family living with them. It provides eligible service users with free advice and assistance in obtaining quotations from reputable contractors.

The service employs two case workers and although there is no longer a link to Repair & Improvement Grants, there is a huge demand for advice and information to enable and support older people to carry out a range of repairs, maintenance and improvements to their home. Advice provided may include:

- Procuring repair work;
- Advice on disputes; and
- Advice & assistance on complex disabled adaptations.

The Handyperson service was set up in 2000 and employs one full time co-ordinator and one administrator post. This resource is supported by a team of around 10-15 volunteers at any one time who provide assistance to private owners & tenants from Southside, Govanhill & New Gorbals Housing Associations with a range of work.

This development was a direct result of the loss of the Cordia service which was available to older Housing Association tenants.

The following challenges have been identified:

1. Ensure a consistency of service delivery across the city. One of the strengths of using local Community Based Housing Associations (CBHAs) such as Southside is that, as community anchors, they can deliver services in communities where there is a mix of tenure but are a known and trusted community organisation. The level of voluntary activity generated by Southside Housing Association may be another reflection of this.
2. Develop more 'joined up' working across services. This is exemplified by the links with the Housing Options for Older People (HOOP) service but there may be scope to expand working with adaptations services and Technology Enabled Care (TEC). This may already be happening, as there is often good practice in local areas, which is not seen at other levels.
3. Ensure sufficient funding and certainty for this service to develop further over the next 3 years.

## **6. The Impacts of Universal Credit/Welfare Reform**

Universal Credit roll out for new applicants has recently been completed in Glasgow and replaces six benefits (income based job seekers allowance, income related employment and support allowance, income support, working tax credits, child tax credits, and housing benefit) and assimilates them into one sum paid monthly in arrears. It is widely recognised that the impact of both Welfare Reform and Universal Credit is likely to create affordability issues and has impacted on the provision of supported accommodation. Welfare Reform and Universal Credit are likely to increase poverty levels in the City, which could impact on peoples' health and wellbeing. This could result in increased demands on housing, health and social care services. During 2017, it was estimated that:

- 64% of households in social rented housing were in receipt of housing benefit; and
- 19% of households in private rented housing were in receipt of housing benefit.

Finally, due to the changes affecting Housing Benefit and the roll out of Universal Credit, there is potential that there could be an increase in the number of households at risk of becoming homeless.

## **7. Providing Housing, Services and Support to Asylum Seekers and Refugees Living in Glasgow**

GCC is the only local authority area in Scotland where asylum seekers are accommodated. Currently through the COMPASS contract, GCC, GCHSCP and partners including COSLA, Police Scotland and SERCO work together to ensure that the COMPASS contract is managed in an effective way and any housing related issues are established and addressed. MEARS were recently awarded the Asylum Accommodation and Support Services contract by the Home Office. The contract is currently at the transitions stage, however, it is envisaged that the contract will transfer from SERCO to MEARS during September 2019.

Glasgow also provides housing and support to refugees that are part of established programmes. To ensure that the appropriate housing, health and social care support is provided, GCC and GCHSCP will continue to work with partners to monitor the implementation of the new Asylum Accommodation and Support Services contract and address issues that impact on the housing needs and support services that are provided to both asylum seekers and refugees. GCHSCP, DRS – Housing and Regeneration Services and Education Services provide a wide range of services to ensure the housing, health, social care and education needs of asylum seekers and refugees are met.

## 7. HOUSING, HEALTH AND SOCIAL CARE PRIORITIES

The Interim HCS 2 priorities are consistent and mirror the priorities outlined in the Draft IJB Strategic Plan. An overarching shared outcome has been developed, which the priorities and actions relate to.

### Draft IJB Strategic Plan 2019-2022 Priorities

1. Early intervention, prevention and harm reduction
2. Providing greater self-determination and choice
3. Shifting the balance of care
4. Enabling independent living for longer
5. Public protection

The overarching shared outcome is to:

- Promote health and wellbeing

As part of the development of Glasgow's Interim HCS 2, DRS – Housing and Regeneration Services, Blackwood Group, Queens Cross Housing Association and Wheatley Group have provided examples of projects that meet the priorities. These examples are

- Glasgow City Partnership – Joint Protocol Housing Solutions and Adaptations;
- Blackwood Group – The Blackwood House;
- Queens Cross Housing Association (QCHA) – Provision of services in the community to tackle loneliness; and
- Wheatley Group – Livingwell.

### 1. Early intervention, prevention and harm reduction

#### Glasgow City Partnership – Joint Protocol Housing Solutions and Adaptations

The Joint Protocol Housing Solutions and Adaptations has been developed by Housing, and Health, & Social Care Partners within Glasgow to support the delivery of a person-centred, equitable, tenure-neutral approach and the provision of housing based solutions including adaptations. The Group undertook an analysis of the current pathways, funding routes, governance, and surveyed RSLs in the city about their approach to delivering housing solutions and adaptations. This work informed the format and content of the Housing Solutions and Adaptations Joint Protocol, and identified key themes and issues.

## The Group:

1. Identified gaps in current provision and identify solutions for service improvement.
2. Produced a best practice 'Protocol for Effective Housing Solutions' which will clarify the roles and responsibilities of all agencies and relevant staff, and recommended approaches.
3. Established information and advice arrangements which provide clarity for all stakeholders.
4. Agreed a financial framework that supports a tenure neutral approach and makes best use of all resources.
5. Established effective governance for multi-agency/sector partnership arrangements and identify opportunities to influence wider policy developments.

Consultation on the final protocol document will begin during 2019 and stakeholders will be asked to adopt the approaches suggested by the working group. The adoption of the document and practices will ensure a seamless, end to end housing solutions and adaptations service, which supports people to stay at home for as long as possible, preventing unnecessary hospital admissions, assisting people to get home from hospital, and helping people make the right housing choices.

## 2. Providing greater self-determination and choice

### Blackwood Group – The Blackwood House

Blackwood Group has developed a reputation for providing high quality housing and care services to meet the needs of individuals with a physical disability over the past 47 years. Blackwood Housing and Care are committed to the development of housing which embraces enhanced independent living through innovative design and planning. Since 2017 Blackwood Group has worked with a number of key stakeholders in Glasgow City to plan and is constructing 24 new homes, based on the "Blackwood House2 design and specification. The development, which is being constructed on a site adjacent to Glamis Road in the Helenvale area of Glasgow, is funded by DRS – Housing and Regeneration Services and the Blackwood Group. This new development will offer highly accessible, quality and digitally connected properties. Tenants will enjoy independent living, delivered by a multi-agency team in a person centred and collaborative way.

Each of the new properties will have Blackwood's trademark operating system CleverCogs to enhance the experience for tenants which not only supports the delivery of care, but how each individual interacts with the living space through built in automation and their wider family and community connections.

Blackwood Group aims to extend the use of CleverCogs across the community including a commitment to provide the technology to enable all our city-wide tenants and care customers access to our digital platform and the wider internet. The advancement of new technology solutions and a collaborative approach is offering customers of care services a significant number of options to best meet individual needs. This approach empowers people who require support to lead and control aspects of their lives that have never been possible. Independently managing their safety, wellbeing, relationships and choosing how they wish to live their lives.

Blackwood Group continues to work actively with GCHSCP to develop two key strands in their digital inclusion strategy. The first is a government funded project to install an infrastructure of Wifi across the Cardonald neighbourhood area. This project involves working closely with other local RSL's. The key aim of the project is to provide free Wifi to the local community and enhance their opportunities to independently manage their social welfare and housing.



The second element to the digital inclusion agenda is to work collaboratively with GCHSCP, and other care providers in the city to support a review of more than 1,000 overnight supports by utilising more digital technology to replace staff where it is possible and safe to do so.

### 3. Shifting the balance of care

#### **Queens Cross Housing Association (QCHA) – Provision of services in the community to tackle loneliness**

QCHA is a Community Controlled Housing Association, which has overarching commitments to challenge poverty and improve health and wellbeing at the heart of its Business Plan. During 2017, QCHA identified the needs of their residents through undertaking an extensive survey. The survey established that:

- 17% of QCHA tenants were over 65 years old;
- 58% of QCHA tenants lived alone;
- 53% reported health conditions and disabilities, an increase of 20% from 2013; and
- An average of 16% reported mental health conditions, which peaked at 32% in 55 – 60 age range.

Social isolation was identified as a key issue and QCHA decided to provide activities and improve the ways that people connect with each other in their community. These activities and services included:

- **Providing tailored support services** – Targeted 3 supported services including youth homelessness, mental health and older people.
- **Focussing social regeneration activities on reducing isolation** – Providing integrated support, volunteering and employment opportunities for people with mental health needs at QCHA’s community café. Supported a number of community garden projects, which have encouraged people to connect, work together and gain physical activity. Encouraged and supported tenants to volunteer to deliver services.
- **Supporting older people to live independently for longer in their communities** – Worked in partnership with GCHSCP to reshape services to meet older people’s needs. This includes delivering short term interventions to older people who have high support needs. QCHA has supported both a Community Connector and an Older Persons Health and Wellbeing Activities Co-ordinator posts to keep people informed and prevent loneliness and isolation. Activities include IT classes and tackling social isolation amongst men that are over the age of 60 years old.

QCHA aims to continue the activities and try to encourage people to remain active and connected in their own communities. This has had huge impact on reducing the cost of loneliness and many other illnesses to the NHS. QCHA will continue to play a key role in transforming the provision of health and care services and how health improvement activities are funded.

#### **4. Enabling independent living for longer**

##### **Wheatley Group - Livingwell**

As GCHSCP redirected funding of housing support services for older people towards developing housing and care initiatives to meet complex needs, Wheatley Group examined opportunities to deliver an alternative model and funding mechanism to ensure that tenants would be able to receive help and advice. Sheltered services were deregistered and Wheatley Group implemented a new service model called Livingwell Model, which marked the move away from a traditional warden (a delivered 5 day service) to an improved 7 day a week flexible service offering additional support in the evenings at weekends. The service is operational 365 days per year.

Under the Livingwell model, tenants still have their home and continue to be a tenant of their landlord. Livingwell focuses on empowerment for this group, recognising the strengths and assets they contribute to their communities. Importantly it ensures that our older customers can stay in their home safe, happy and well for as long as possible. The service is funded in the main through Housing Benefit and is supported by a mobile team that includes volunteers.

This transformational project has involved 848 of our elderly customers across Glasgow Housing Association, Loretto Housing Association and Cube Housing Association (all 3 RSLs are part of Wheatley Group) in Glasgow. The service is delivered by local integrated teams comprising Housing Officers, Livingwell staff, peer volunteers and external volunteers. A major service element is the Alertacall system provided by a company called Housing Pro-active, which provides daily well-being check-ins daily at a time that suits customers.

The following key outcomes have been achieved following an evaluation exercise:

- The confidence and independence of tenants has improved;
- Over 80% of tenants agreed that the support they receive makes them feel safe and improves or maintains their quality of life;
- 85% agreed that they are supported to live as independently as possible and the need for face to face visits from staff has decreased by 30%;
- 2,500 activities (an 88% increase) and 4,000 hours of volunteering has taken place with 86% of volunteering hours being carried out by tenants themselves to peers

#### **5. Public protection**

The Interim HCS 2 has not included an example project in relation to Priority 5 (Public Protection). Where applicable, the housing sector will support in the delivery of statutory responsibilities to ensure that people, particularly the most vulnerable, are kept safe from harm and risks to individuals or groups are identified and managed appropriately.

## 8. ACTION PLAN

ACTION	BASELINE	IJB STRATEGIC PLAN PRIORITIES	TARGET /MILESTONE	TARGET DELIVERY DATE	LEAD ORGANISATIONS	HCS 2 RELATED ISSUE(S)
Deliver the Council's AHSP and increase the supply of homes to address homelessness and households with particular needs	Number of RSL properties in Glasgow March 2019	1, 2, 3 and 4	Deliver Glasgow's SHIP (Funding resource dependent).	March 2022	GCC – DRS, RSL partners and GCHSCP	1, 2 and 4
Continue joint working on potential future use of surplus land/ properties for housing	SHIP	1, 2, 3 and 4	Maximise resources to acquire sites and properties to deliver housing that meets the needs of priority client groups	Ongoing	GCC – DRS, City Property, RSL partners and GCHSCP	1, 2, 4 and 7
Develop a Housing and HSCP Investment Group	Social Care Housing Investment Priorities 2019	1, 2, 3, 4 and 5	Setup forum to discuss priorities and potential investment projects.	August 2019	GCC – DRS and GCHSCP	1, 2, 4 and 7
Agree and implement a plan for an updated Health and Social Care Needs Assessment	Housing Needs and Demand Assessment (HNDA): Joint Strategic Needs Assessment (JSNA)	1 and 4	Proposal for the work to be aligned with the new HNDA during 2019.	August 2020	GCHSCP, GCC – DRS and Glasgow Clyde Valley Strategic Plan team	2
Implement the RRTP	RRTP Data December 2018	1,2,3,4 and 5	Prevent and reduce the number of people that are affected by homelessness. Support homeless households	Ongoing	GCHSCP, GCC DRS and RSL partners	1, 4, 6 and 7

Development of Glasgow's Digital Housing Statement/Strategy	GHS/ RSL Digital Strategies/ GCHSCP Data	1, 2 ,3 and 4	Prepare statement/strategy that reflects the key digital, technological and connectivity priorities. The statement/strategy will include health and social care issues, priorities and actions.	March 2021	GCC – DRS, RSL partners and GCHSCP	2, 3 and 4
Implement the Recommendations from the Task Force Report and continue to support Asylum Seekers and Refugees living in Glasgow	Glasgow's Asylum Task Force Report	1, 2 and 5	Improved partnership approach and information sharing.	Ongoing	GCC, GCHSCP, COSLA, Scottish Government, Home Office, Glasgow West of Scotland Forum, Scottish Refugee Council and SERCO/MEARS	1 and 7
Contribute to the delivery of Technology Enabled Care (TEC) projects	Transforming Local Systems Information	1, 2, 3 and 4	Deliver TEC to improve services and meet the needs of clients.	Ongoing	GCC – DRS. GCHSCP and RSL partners	2, 3 and 4
Re-model housing support services as part of re-shaping supported accommodation	Housing Contribution Statement 2 (HCS2)/ IJB Strategic Plan/ Glasgow's Housing Strategy (GHS)	1, 2, 3 and 4	Re-model support services to meet the needs of people requiring support.	TBC	GCC – DRS	2, 3 and 4
Implement recommendations from the Equipment and Adaptations Working Group	Joint Protocol Housing Solutions and Adaptations	1, 2 ,3 and 4	Agree recommendations including the adoption of Protocol with all relevant stakeholders.	April 2020	Glasgow City Partnership	2 and 4

Develop new models of provision for older, disabled and vulnerable people	GHS/SHIP/HNDA	1, 2, 3 and 4	Research service improvement options.	Ongoing	GCHSCP, GCC – DRS and RSL partners	2 and 4
Contribute to the delivery of the Accommodation Based Strategy (ABS).	Projects being delivered within ABS/ Integrated Care Fund (ICF)	1, 2, 3 and 4	Continue the progression of housing initiatives including Housing Options for Older People, Care and Repair and 'Home from Hospital'.	Ongoing	GCHSCP and RSL partners	2, 4 and 5
Monitor and respond to the impacts of Welfare Reform	Homelessness, RSL partners, GCHSCP and Universal Credit/Welfare Reform datasets	1, 2, 3 and 4	Monitor and report any issue that may impact on housing services or households.	Ongoing	GCC – DRS, GCHSCP and RSL partners	1, 2, 3, 4, 6 and 7
Support the development of housing providers' role in locality plans	Locality Plan	1, 2, 3 and 4	Continue to develop locality plans and support the role of RSL partners and Voluntary Sector in decision making process.	Ongoing through essential Connections Forums	GCHSCP, RSL partners and Voluntary Sector	2 and 4
Develop Glasgow's Common Housing Register	CHR Pilot Project Results and GHS	1, 2 and 4	Successfully develop a CHR model and expand the number of RSLs participating in the project.	Ongoing	GCC – DRS, RSL partners and GCHSCP	1, 2, 3 and 4
Continue and expand the delivery of the Care and Repair Service	Number of RSL partners involved June 2019	1, 2, 3 and 4	Secure funding, Increase the number of RSLs participating and develop an enhanced 'joined up' working across services.	March 2022	GCHSCP and RSL partners	2, 4 and 5