Research into the Housing and Housing-related Support Needs of Older People in Sutton

Sutton

London Borough of Sutton

Final Report

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Contents

Executive Summary

Introduction

1   This report details the findings from the London Borough of Sutton Older Persons Housing Needs Survey (OPHNS) 2009. The report was commissioned by the London Borough of Sutton to assess the amount of specialist accommodation and housing-related support needed by older people (those aged 55 or over) living in Sutton. Findings will feed into the Joint Commissioning Strategy for Older People.

2   The principle aims of the report are:

- To identify current and future need for affordable specialist housing for older people
- To inform the development of housing and housing-related support services,
- To understand what support is required to enable older people to remain living independently in their own home for as long as possible.

3   This study draws upon a number of different data sources to outline the housing needs of older people. These include the 2007 Housing Needs Survey, ONS and GLA population estimates, Council databases on clients of older people services, a consultation with stakeholders, focus groups with older people in Sutton, and a postal survey of older people in Sutton.

Literature review

4   National policy relevant to the housing needs and need for housing support services recognises that there is a significant challenge in meeting the housing needs of the ageing population. Measures to improve the standard and choice of housing options available to older people are being taken alongside promoting the use of support services to enable older people to stay in their own homes and communities for as long as possible. Such efforts can be seen through access to the Disabled Facilities Grant, Supporting People Schemes, Lifetime Homes Standards, and the recent government Green Paper, Shaping the Future of Care Together (2009).

5   Local and regional strategies follow the national approach in setting decent homes targets through the Lifetime Homes Standard. Awareness raising of financial support available through equity release schemes such as Houseproud and access to funded support through Supporting People is promoted at the local level.

Older people in Sutton

6   The older person population in Sutton currently comprises a quarter of the overall population, 46,100 people, a figure which is set to grow by 41% or 19,100 by 2030 (see Table 1 below). There will be a shift in the ethnic composition of the borough with the white older person population falling from 92% to 85% and large increases amongst Indian, Other Asian and Black Caribbean groups.

Table 1 Older person population increase by age (in thousands)										
Age group	*2010*		*2015*		*2020*		*2025*		*2030*	
	Number	*%*	*Number*	*%*	*Number*	*%*	*Number*	*%*	*Number*	*%*
55-64 years	19.6	42.5%	20.2	41.2%	23.7	43.3%	26.2	43.4%	26.6	40.8%
65-74 years	13.2	28.6%	15	30.6%	15.9	29.1%	16.6	27.5%	19.4	29.8%
75 -79 years	5.2	11.3%	5.4	11.0%	5.6	10.2%	7.1	11.8%	6.6	10.1%
80-84 years	4.1	8.9%	4.2	8.6%	4.6	8.4%	4.8	7.9%	6.1	9.4%
85+	4.0	8.7%	4.3	8.8%	4.9	9.0%	5.7	9.4%	6.5	10.0%
Increase since 2010	-		3.0	6.50%	8.6	18.6%	14.3	31.0%	19.1	41.4%
Total	**46.1**	**100%**	**49.1**	**100%**	**54.7**	**100%**	**60.4**	**100%**	**65.2**	**100%**

Source: ONS 2007 mid-year population estimates

7   Older people households are concentrated in the wealthier south west and south east of Sutton, and make up the majority of residents in Wallington South (Figure 1). Proportionately there are also considerable numbers of older people in deprived areas such as St Helier, Sutton Central, and Beddington South. There is a trend in housing for 75% of older people to own their homes (55% without a mortgage), 19% rent in the social sector and just 6% in the private sector.

Figure 1 Location of older person households in Sutton

Older person households
% of all households

- 50 - 55%
- 45 - 50%
- 40 - 45%
- 35 - 40%
- 30 - 35%
- 25 - 30%
- 20 - 25%
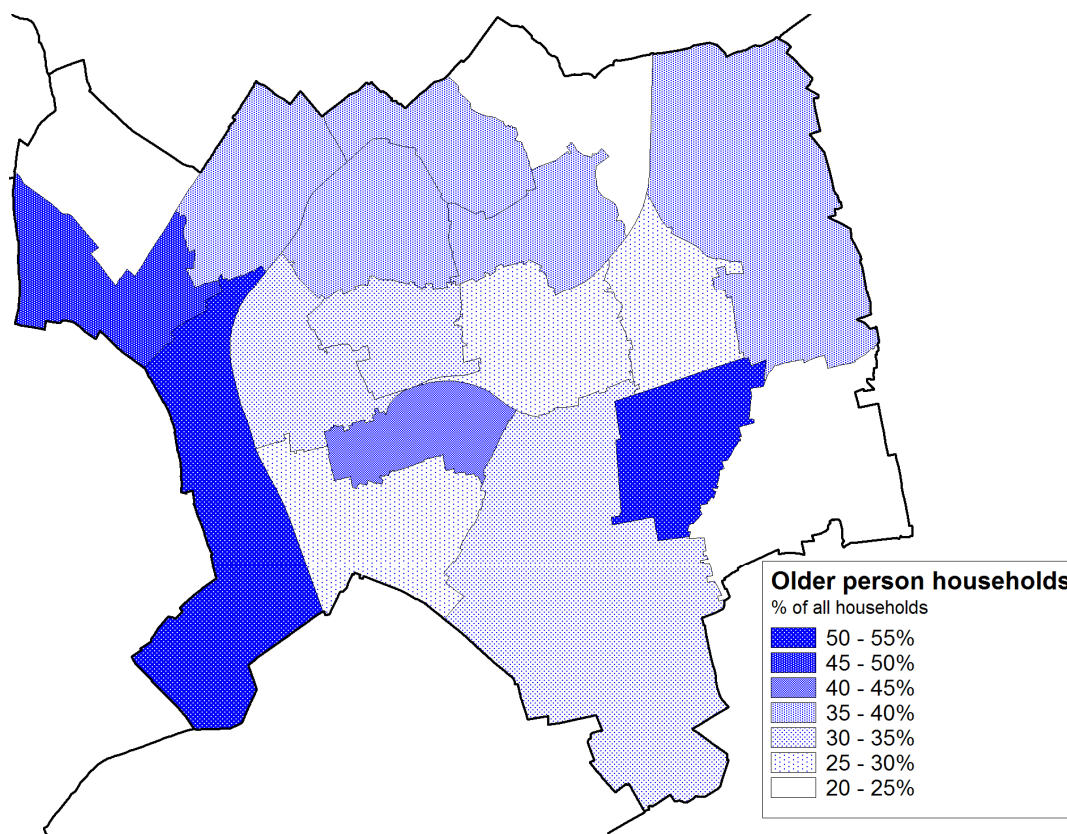
Source: Sutton HNS 2008

8   There are currently 963 sheltered housing units and 159 extra care units funded by Supporting People in Sutton, and three floating support services for up to 145 older people. Additionally there are around 300 private retirement homes and almost 800 residential care units in the borough.

Stakeholder consultation

9   A focus group and telephone interviews were held with 20 representatives from organisations providing housing and support services to older people in Sutton. Some of the main points to emerge in discussions were:

- The difficulty in ensuring that older people received the appropriate housing-related support, whether through a lack of awareness of what help was available, or through under-estimating their own support needs.

- Recent policies of the Council to promote independent living were seen as beneficial at meeting older people's preferences to stay in their own home if possible, as was the personalisation of care for sheltered housing tenants.

- Some believed that the current sheltered housing stock is outdated, with an over-supply of bedsits, and limited for older people with mobility issues.

- The benefits of early intervention, by providing information to older people about their housing options to help ensure needs are adequately met and to help distribute the housing stock more evenly.

Survey of older people

10   Questionnaires were distributed to specialist housing residents, service users and households previously identified through the 2007 Sutton Housing Needs Survey (HNS). 534 responses were received at a response rate for questionnaires of 27%.

Need for affordable specialist housing

11   It is estimated that 334 older person households will have a need for specialist accommodation in the next two years. Taking into account turnover of stock and planned new provision, there is a net requirement of 148 units of affordable specialist accommodation in the next two years (Table 2). This is projected to rise to 548 in 2021-26 in line with anticipated increases in the older population.

Table 2 Assessment of need for affordable older person specialist accommodation, (scenario 1: excluding affordability test) 2009/10 to 2010/11	
Need for specialist housing	
1) Older people needing or likely to move in the next two years	2,605
2) Minus proportion moving for reasons other than age-related support issues (1,981 households)	624
3) Minus proportion expecting to leave Sutton (98 households)	526
4) Minus those moving but expecting to be able to stay in general needs accommodation (253 households)	273
Sub-total: current number of households in need of specialist housing	*273*
5) Plus those expected to move to Sutton in next two years and be in need of specialist accommodation	61
Total older person households in need of affordable specialist accommodation in next two years	***334***
Supply of specialist housing	
6) Annual supply of social re-lets (net) (93 p.a.)	186
7) Planned new units of specialist housing in next two years	0
Total supply of affordable specialist housing units in next two years	***186***
Balance of need and supply	
Total in need minus supply (334 – 186)	**148**

Source: Sutton HNS 2008

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12 If those with the financial means to access the private sector are excluded from the need assessment, and so are assumed not to be offered social rented housing, there will be a smaller net requirement of 20 units in the next two years, a surplus of three units in the period 2011-2016 as planned new units come forward, but then a requirement of 145 in 2021-26.

13 A third scenario sees all general needs social rented tenants who require a move transferring to affordable specialist housing. In this case, 445 units will be required in the next two years, rising to 1,103 units during 2011-16 and 2,709 in 2016-21.

Need for adaptations and housing-related support services

14 It is estimated that 7,694 older households have at least one adaptation in their home and that 3,274 are in need of at least one (Table 3). The most required adaptations related to improved access to showers, bathrooms and toilets. The assessment found that almost 3,834 households currently use housing-related support services. although another 1,646 would require them to continue living in their home (Table 3). The types of housing-related services required are relatively low level, mainly involving general household maintenance and repairs.

Table 3 Current use/need for adaptations and housing-related support services		
Status	*Adaptations*	*Housing-related support services*
Currently use at least one	7,694	3,834
Currently need at least one	3,274	1,646

Source: Sutton OPHNS 2009

15 The requirement for additional adaptations and housing-related support was highest among groups where there is currently under-provision, namely general needs social renters and private renters, and those living in the sub-areas of St Helier, The Wrythe and Wandle Valley, and Sutton (North, Central, or West).

Focus groups with older people

16 Two focus groups took place with older people living in general needs and specialist housing. The importance of accessible housing was stressed by participants in all housing types, including ground floor accommodation. Location of family members and how they assist in support and care was important for many older people; one of the deciding factors for accommodation choice was how nearby family lived. The importance of communal activities to help older people remain active and offer mutual support was stressed.

17 The most popular type of specialist housing was a sheltered housing scheme, offering independent housing units with supervision from on-site wardens.
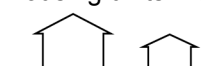
18   Participants in owner-occupied ordinary accommodation had low awareness of how they could access information and assistance from the Council, including equity release, choice-based lettings and housing-related support. The lack of information made it more difficult to plan their future housing. Dedicated information regarding the internet in housing options was suggested as a suitable way to ensure they were kept informed.

Recommendations

19   The report makes a series of nine policy recommendations for the Council to consider:

i)   The Council should reshape the specialist housing sector by addressing poor quality provision and under-capacity where there is high demand. Future provision should consider older people's current and preferred locations.

ii)   The Council should support the remodelling of existing sheltered housing units to ensure they offer a suitable alternative for older people whose high support needs mean they can no longer continue living in their own home. Older people should be consulted on the design of future schemes to assist with this process.

iii)   If the large preference for having wardens onsite at sheltered housing schemes cannot be met, the type of support available should be clearly communicated to potential residents, as should the move from residential to extra care sheltered housing.

iv)   The Council should provide a broader and more flexible range of floating support services for older people to enable them to live independently.

v)   Housing-related support services should be targeted at groups most in need, particularly private renters and those in more deprived areas. Providing a focus on the sub-areas where need is highest and outreach to private renters would help meet those most in need.

vi)   The Council should promote equity release schemes as one way for older owner-occupiers to stay living in their own home for longer. This should be done at an early stage in the context of supporting informed choices about the range of available housing options, including assistance with obtaining housing-related and other support services.

vii)   Given the expense of adapting existing homes for life-long living, the Council should encourage social housing providers to make sure already adapted homes are not 'lost' when a home is transferred to a tenant who does not require the adaptations.

viii)   The Council should work with private sector landlords to increase awareness of accessibility requirements and funding options for property alterations.

ix)   The Council should consider providing a dedicated housing advice service for older people, in conjunction with voluntary and statutory service providers. Outreach should take place at an early stage in areas of the borough and among tenure groups where take up of support services is low.

1. Introduction

Scope of the report

1.1   In February 2009, Sutton Council commissioned Fordham Research to undertake a study into the housing and housing-related support needs of older people (defined as those aged 55 and over, the qualification age for council older person services), living in the London Borough of Sutton.

1.2   The older person housing needs assessment will feed into a joint commissioning strategy for older people. Separate need assessments have taken place on health and social care; findings from the former have been referred to in this report. The research will also support and inform the Council's housing strategy, due to be updated next year. Additionally, the results will inform the planning and commissioning of Supporting People funded services and social care services for the client group.

1.3   This research complements the local and national policy emphasis on establishing the housing and housing-related support needs of older people, housing, health and social care services in order to provide a joint response to their needs, ensuring that older people have the ability to live as independently as possible whether in their own home or through alternative provisions. The purpose of this research is to provide the Council with a robust evidence base with which to inform their strategies and allocation of resources at borough and local committee sub-area levels.

Format of the report

1.4   This report summarises the research carried out for the project, namely analysis of secondary data relating to the older people, a stakeholder consultation, based on focus groups and telephone interviews, and analysis of a postal survey of older people. A separate study was carried out at the same time into the needs of people with physical and/or sensory disabilities. However, given that disability becomes more prevalent with age, there is some overlap between the two client groups, and therefore the two reports.

1.5   The report is structured into five sections, as follows. Part A contains an analysis of secondary data including from Sutton's 2007 Housing Needs Survey and a database of Supporting People services in the borough. Part B summaries the findings from the stakeholder consultation (Chapter 3). This is followed by an analysis of the postal survey, contained in Section C. This involves assessments of need for specialist accommodation (Chapter 5), home adaptations (Chapter 6) and housing-related support services (Chapter 7). Section D contains a summary of two focus groups which took place with older people (Chapter 8). Finally, Section E (Chapter 9) presents final conclusions and brings together the main findings and offers policy recommendations.

Housing for older people – the national context

1.6   Government policy recognises that an ageing population presents a significant challenge in the future provision of housing. The national strategy on housing in an ageing society states that 'Older people's housing options are too often limited to care homes or sheltered housing. Put simply, we need more and better homes for older people now'.[1] The Government has invested in many schemes and strategies to improve the housing circumstances of older people over the past decade. One of the most significant is the Supporting People programme launched in 2003. The programme reaches 840,000 older people from a range of tenure groups nationally, ensuring that they receive the help and support they need to live independently.

1.7   The current national strategy to meet the housing needs of older people, *Lifetime Homes, Lifetime Neighbourhoods*, [2] pledges to place housing and ageing as a cross-government priority. The strategy has three overarching themes: giving a better deal for older people today; building homes for our future; and reconnecting housing, health and care. This requires implementing new standards for all new homes, including: age-friendly designs by 2013, the use of lifetime standards on social housing by 2011, and to develop a repair and adaptations service, including using funding from the Disabled Facilities Grant pot to fund more adaptations. The strategy proposes the following steps to achieve these aims:

- Build more mainstream and specialised homes for older people through increased investment in new housing
- Work with partners across Government and in the voluntary and community sector to provide a new approach to a national housing advice and information service
- Introduce a new rapid repairs and adaptations services
- Modernise the Disabled Facilities Grant regime so that it reaches more people
- Continue our major investment in improving housing conditions for older people through our Decent Homes Programme
- All public housing will be built to Lifetime Homes Standards by 2011
- We will incentivise good design by introducing a new Beacon theme on inclusive planning to recognise local authorities providing leadership in this area
- All Eco-towns will be designed to Lifetime Homes Standards
- Regional and local plans are required to take proper account of ageing
- Improve joined-up assessment, service provision and commissioning across housing, health and care
- Boost preventative housing services through investment

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[1] *Lifetime Homes, Lifetime Neighbourhoods: A national Strategy for Housing in an Ageing Society*, Communities and Local Government, 2008, page 11.
[2] Ibid.

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1.8 The strategy was supported by research reports funded through Communities and Local Government (CLG). *Housing Choices and Aspirations of Older People* reported on eight focus groups which explored the influences upon respondents' housing decisions, and their future housing intentions and aspirations.[3] The report found that the main themes underpinning decisions were attachment to current home, complexity of family/caring relationships, neighbourhoods and neighbours, access to services and amenities, and health and well-being.

1.9 A report reviewing the Disabled Facilities Grant (DFG) programme was also produced to support the national strategy on older people's housing.[4] The report concluded that the complexity of the process and the pressure on funding impacted on the speed of delivery and the way that local authorities are able to meet the needs of individual cases.

1.10 Other relevant research includes the Chartered Institute of Housing's *20/20* Project.[5] It argued that in order to overcome the current lack of choice and availability of housing which meets the need of older people, housing should to be built which accounts for the various stages of transition experienced by those between the age of 60-90 and the housing needs such changes give rise to. The report argues that rethinking the current standard of design in housing for older people through adopting the Lifetime Homes Standard would help to ensure homes have added longevity, value and use, and that local councils could ensure high standards of independent living for older people.

1.11 Under-occupancy, a common situation for many older owner-occupiers is also seen as contributing towards a poor use of housing stock throughout all sectors of the community. Research suggests that through tackling under-occupancy amongst older person households and promoting the building of larger homes, a more efficient distribution of housing stock would be possible.[6] Home sharing is suggested as one way of tackling under-occupancy amongst older people, whereby a lodger lives rent-free 'but is involved at an agreed level of 'care' between two parties'.[7]

1.12 Older person housing needs are also reviewed in research by Help the Aged, which calls for quality housing for older people which has longevity and flexibility for the changing needs of ageing.[8] The paper points towards a downwards trend in new supported housing schemes as government pushes towards ensuring older people have the choice to stay independent within their own homes. The report advocates a balance between these two options informed by a thorough understanding of the needs of older people, ensuring an availability of both adequate support in the home and quality supported housing schemes.

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[3] *Housing Choices and Aspirations of Older People: Research from the New Horizons Programme¸* Communities and Local Government, 2008.

[4] *Reviewing the Disabled Facilities Grant Programme.* Office of the Deputy Prime Minister, 2005.

[5] *20/20 Project: A vision for older people's services,* Chartered Institute of Housing, 2005.

[6] *Older People's Housing and Under-Occupancy,* International Longevity Centre, 2007.

[7] Ibid, page 11.

[8] *Housing Choice for Older People*, Help the Aged, 2006.

1.13   Publications from the Department of Health (DoH) also take into account the relationship between accommodation, health and well-being. In *Our Health, Our Care, Our Say*[9] a clear emphasis is placed on providing older people with improved access to information through technology such as the Internet, allowing a personalised care package, promoting a healthy and active lifestyle, independence, well-being and choice. In *Putting People First* it is stated that *'*ensuring older people…have the best quality of life and the equality of independent living is fundamental to a socially just society*'*.[10]

1.14   More recently, *Shaping the Future of Care Together*[11] combines current models of social care provision into a more comprehensive policy objective which takes into account the anticipated ageing population and the increased number of those living with disabilities due to improvements in healthcare and general lifestyle. The report promotes provision of social care which ensures independence, a flexible system of support catered to the individual, collaboration between service providers to avoid duplication or fragmentation of services, transparency via accessible information and advice, and a fair and equal distribution of funds. In order to provide this the paper suggests a redesign of the funding system, which is currently under consultation. However, the new payment system is likely to be through partnership funding between the government, and the individual and insurance companies. It is hoped that by providing services along such lines a National Care System will be possible.

1.15   A related strategy from the DoH is *Living well with Dementia*.[12] It calls for an increased understanding of dementia to help remove the stigma of ageing, and advocates health promotion and support treatment for older people. Care for people living with dementia should be promoted so that older people can remain in their homes and receive a more personalised package of care, made possible through service providers working closely with community groups, voluntary groups and offering better support to carers (as supported by the *New Deal for Carers*[13]).

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[9] *Our Health, Our care, Our say,* Department of Health, 2006.
[10] *Putting People First: a shared vision and commitment to the transformation of adult social care,* Department of Health, 2007, page 2.
[11] *Shaping the Future of Care Together*, Department of Health, 2009.
[12] *Living Well with Dementia: a national dementia strategy*, Department of Health, 2008.
[13] *New Deal for Carers: Task Force reports*, Department of Health, 2008.

1.16   In terms of Adult Social Care, recent emphasis is on different agencies working together to jointly commission services which can offer tailored support to meet different needs. The intention is 'to make personalisation, including a strategic shift towards early intervention and prevention, the cornerstone of public services'.[14] Within this overall strategy, housing-related support has been identified as a cost-effective mechanism to reduce dependency, promote independence and good health and to prevent social exclusion. It is also argued that timely intervention with housing-related support can reduce later demand for more expensive interventions and provide better outcomes for individuals.[15,16] Despite this, resources are often targeted only at those most in need. Service commissioners are therefore required to work with local partners to enable early intervention and bring about a shift in the focus of support 'away from intervention at the point of crisis to a more pro-active and preventative model centred on improved wellbeing, with greater choice and control for individuals'.[17]

1.17   These policies are designed to address the significant implications that the UK's ageing population will have on future housing demand and support services. There are issues surrounding the quality of older people's accommodation and their ability to repair and maintain their properties to a sufficient standard. Despite there being significant amounts of un-mortgaged equity in older people's homes (estimated by the Council of Mortgage Lenders to be £367billion), older people are often unwilling to downsize from large, family homes to smaller, higher quality accommodation with the potential to unlock some of this equity. For many people, barriers to moving to suitable accommodation include affordability, accessing support services they require, and the reduced independence intensive healthcare support can entail.

1.18   There are several options to providing adequate accommodation with the healthcare and general wellbeing requirements of older people in mind:

- ***Building to the Lifetime Homes Standard***, ensuring equal access and use of space by all.
- ***Adapting existing homes***, to ensure provisions to aid decreased mobility whilst ensuring people can stay in their own homes.
- ***Providing flexible 'floating support'***, to enable continued living within the home e.g. through assisting with household management.
- ***Provision of sheltered housing***, self contained housing in the same site with some housing-related support and onsite management
- ***Provision of extra care sheltered housing***, self-contained housing on the same site with varying levels of care and support available to enable independent living tailored to individual needs
- ***Provision of housing with care*** – independent flats or bungalows built on the same site as a care home, with some services included in their service charge and others purchased from the care home

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[14] *Transforming Social Care*, Local Authority Circular 2008/1, Department of Health, 2008, page 2.

[15] *Commissioning Housing Support for Health and Wellbeing* , CLG, 2008,

[16] *Better Outcomes, Lower Costs: Implications for health and social care budgets of investment in housing adaptations, improvements and equipment: a review of the evidence*, F. Heywood and L. Turner, Office for Disability Issues, 2007.

[17] *Transforming Social Care*, op. cit. page 24.

- ***Provision of care homes***, providing 24 hour, intensive support for those with high levels of care, offering minimal independence

1.19   The national trend for housing indicates that the supply of affordable and habitable homes has not kept pace with demand,[18] and importantly those demands of an ageing population. As a result of this the older population will begin to experience increased pressure in securing housing which offer a variety of needs related services focused around enhanced health and social wellbeing.

Regional and local housing strategies for older people

1.20   In 2006 the then Mayor of London produced a Strategy for Older People.[19] This strategy draws on the Sure Start for Later Life approach and challenges age discrimination to promote the positive, diverse contributions made to community life by London's older citizens. It emphasises the need to consult and engage with older people in the development of strategies and action plans to ensure full consideration of the needs of older people in Local Area Agreements. To improve housing welfare for older people, the strategy promises to have 70% of vulnerable people in the private sector living in decent homes by 2010, and 75% by 2020. The strategy also promotes equity release through Houseproud, a government backed scheme which safeguards the welfare of older people so they can pay for life improvements within the home. A lifetime homes strategy will be employed along with the implementation of a London-wide accessible housing register which will provide information on the availability of accessibility adapted housing for those with mobility or disability issues, while the strategy acknowledges the large amount of sheltered accommodation stock currently below modern standards and the level of work which needs to be done to bring it up to date.

1.21   The 2009 draft *London Housing Strategy* stresses the importance of new housing which meets the criteria of the Lifetime Homes Standard, and can be easily adapted, when needed, to house older people with specific mobility or age related needs. 'It is particularly important to consider how new and innovative models of housing support can be developed and tailored to meet the needs and aspirations of the ageing "baby boom" generation'.[20] By adapting existing sheltered housing schemes to modern standards and through embracing new approaches more housing will have the capacity to cater for the growing number of older people and their needs.'

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[18] *The London Housing Strategy: Draft for public consultation*, Mayor of London, 2009, page 128.
[19] *Valuing Older People – the Mayor of London's Older People* Strategy, 2006.
[20] *The London Housing Strategy,* op. cit. page128.

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1.22   In 2004, the South West London housing sub-region produced its own housing strategy to encourage housing investment in the sub-region. While there is no specific focus on older people, it does recognise the importance of 'developing affordable housing in town centres or near transport nodes'.[21] The 2004 strategy contained a proposal for a joint South West London sheltered housing scheme for African Caribbean elders, which has since been built in Mitcham. The scheme highlights how existing housing (particularly unpopular sheltered housing schemes), can be converted by housing providers into extra care accommodation for frail older people, whilst also recognising the existence of 'a range of gaps in supported housing services for vulnerable people.'[22]

1.23   At borough level, Sutton's Housing Strategy makes reference to the level of housing need in the borough, both for older people and those with support needs due to a disability.[23] Substantial disrepair was noted to be particularly prevalent in private sector housing occupied by single pensioners, suggesting the need for grants to be made available to improve their homes, or possibly alternative accommodation may be suitable in some cases. To assist with bringing homes in the private sector towards a decent standard, the Council has a Staying Put Home Improvement Agency service. For aid with energy efficiency improvements, there are the Coldbuster and Warm Front grants. The Council recognises that better information provision about these services for older and vulnerable households is necessary to improve living conditions in the private sector.

1.24   Strategic Aim 6 of the Council's Housing Strategy (2008) is to *Meet the housing-related support needs of vulnerable people*. By providing a high level of care and support through assisted needs based accommodation, Supporting People funding has led to a new 62 unit extra care scheme at Belsize Court in Sutton together with the further development of extra care services as a whole. This promotes both the aims of the Sutton Housing Strategy and the draft *London Housing Strategy* which encourage improved relations between service providers and efficient access and use of funding and grants to invest in housing for older people. Working in conjunction with the Sutton Plan and the Sutton Strategy, the housing strategy focuses on providing adequate housing of a good condition which is balanced to the local community and environment. It complements the wider aim of creating a sustainable borough and offering value for money, and so ensuring pride and participation in both housing and neighbourhoods.

1.25   Sutton also has a specific strategy for older people.[24] It promotes joint working between the Council, older people and support organisations through consultation with involved parties. The report outlines how through integrating the organisations involved in the delivery of support for older people 'the needs of the "whole person" are met, that they can stay in control of their own lives and are available to play a full and active role in society'.[25]

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[21] *A Housing Strategy for South West London,* South West London Partnership, 2004, page 4.
[22] Ibid. page 5
[23] *Sutton's Housing Strategy: 2008/09 and beyond*, LB Sutton, 2008.
[24] *A Better Sutton for Older People: Sutton's strategy for improving the well-being of older people in the Borough,* LB Sutton, 2006.
[25] Ibid. page 4.
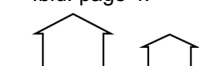
1.26   The Strategy outlines themes which are considered vital in ensuring opportunity, equality and diversity for older people in Sutton:

- *Working Together (Active Citizenship):* Establish mutual respect throughout the community alongside a positive image of ageing and older citizens.
- *Community Safety*: A safe and secure environment in the home and the community.
- *Lifelong Learning and Leisure:* Opportunities to meet, socialise, and enjoy activities within the wider community.
- *Information, Communication and Advice:* Improved knowledge of services and opportunities available older people throughout the borough.
- *Health and Wellbeing:* Provide opportunities to lead independent, healthy, and active lifestyles.
- *Income and Employment:* Reduce poverty through helping people access benefits and to enter the workforce if they want to.
- *Transport and Mobility:* Better transport and improved access to recreational facilities, communities and homes.
- *Supporting Older People:* Establish a set of universal services for older people in Sutton based around their needs, aspirations, and choices.
- *Housing*: Access to a range of good quality housing to enable older people to live independently for as long as possible.

1.27   Through its aim, *Supporting Older People*, several improvements to current housing services are suggested including: establishing a Local Standard for independent care home providers; assistance in maintaining the home e.g. handyperson services; and improvements to the assistance, adaptations and services available to allow older people to live at home for longer. In response, joint working between Adult Social Services and Housing, the Primary Care Trust and the voluntary sector in Sutton will aim to promote independence and wellbeing of older people. The Council is also refurbishing and building new care units, implementing emergency response units, and providing a range of technologies and services such as its Better Healthcare Closer to Home Strategy and the Occupational Therapy Improvement Plan to improve the standard of living for older people in Sutton.

1.28   As well as older person specific research, recent research in Sutton has taken place into the needs of people who have had a stroke.[26] It reports that 75 per cent of strokes occur in people who are over the age of 65, and that 40% of people who experience a stroke have a resulting disability. The report addresses the provision of care, support and housing of those affected by stroke. The needs assessment outlined that due to improved medical care more people are living longer after having a stroke and as a result the provision of medical and social care should be increased. Through successful marketing of health care packages, increased community support, improved networking and information sharing between service providers and involvement of the community/voluntary sector would enable individuals to live independently for longer in their own homes.

1.29   A report into dementia service redesign[27] outlines the need for a specialist rehabilitation centre in the borough to help those living with dementia. The report states that Sutton has a high percentage of older people than many London boroughs, and therefore provision to support people living with dementia should be made. It recommends improvements to data available on older people and those with a disability in order to improve research and support/provisions for clients and carers, a flexible care package and increased support in the home through improved planning, assistive technologies and informed service providers. Joint working between care services, community services and voluntary agencies is encouraged to provide better social opportunities.

1.30   These different pieces of research, including this needs assessment, are being incorporated into the ongoing development of a Joint Commissioning Strategy; *New approach to health and wellbeing of Older People in Sutton*, 2009/10-2011/12 currently being finalised. This echoes the national strategy advocating a positive view of ageing by recognising the contribution older people make to communities. The joint strategy also suggests offering support to meet the individual needs of service users; *"services based around the needs of the individual and choice and control, better prevention and early intervention services, tackling inequalities and supporting people and their long term needs."* It also states that, along with equipment, housing is one of the main service needs for stroke survivors. One reason for this is that some properties may not be suitable for adaptation or private landlords may not give permission for this to take place, meaning that a housing application or transfer becomes necessary.

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[26] *Stroke Rehabilitation Needs Assessment,* Sutton and Merton PCT, July 2009.
[27] *London Borough of Sutton: Older People with Dementia Service Redesign – Population Needs Assessment and Best Practice Models of Service for People with Dementia and their Carers*, London Centre for Dementia Care, 2008.
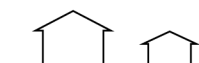
Summary

1.31   The aim of this report is to assess the level of need for specialist accommodation, adaptations and housing-related support among older people in Sutton. The results will feed into the Joint Commissioning Strategy for Older People to support the Council's future planning of older people health, social care and housing services. This is in the context of an ageing population. While Sutton currently has an older person population lower than the national average, (although it is typical for an outer London borough), the proportion is expected to grow by 41% by 2030 at a rate higher than the national average.

1.32   This has clear implications for housing in terms of the number of homes, type of accommodation, tenure, location and size that will need to be provided for older people, and type of housing-related support that will be needed to help meet many older person's preferences to stay living in their own home. To meet the needs of the growing numbers of older people, national policy supports:

- Acknowledging the various stages of growing old and the changing housing needs older people
- An increased focus upon choice and control for service clients and promotion of independence in the home for through support and assistance
- Promotion of equity release schemes to improve the conditions of living in the home, and downsizing schemes to help address significant under occupation in older people households
- The introduction of Decent Homes Standard for living standards of older people and the application of Lifetimes Home Standard to the building and refurbishment of existing buildings to ensure longevity and flexibility in housing for older people

1.33   These recommendations are reflected in Sutton's plans and strategies for older people, including the provision of new models of specialist accommodation (such as Extra Care sheltered housing), and support services through Supporting People to enable older people to continue living in their home. The remainder of this report provides detailed information on the levels of housing and housing-related support required in Sutton, and how they can be designed to best meet older people's needs.

Section A: Secondary data analysis

This section outlines the relevant secondary data on older people in Sutton.

2. Secondary data on older people in Sutton

Introduction

2.1   The first stage of the research involved the collation and analysis of secondary data relating to the population and housing characteristics of older people in Sutton. Older people are defined as those aged 55 or over (55 is the age at which people qualify for older people council services). Data sources analysed in this chapter are:

- 2001 Census: although the Census is now several years out of date and the circumstances of older people will have changed since 2001, it remains useful to place the local situation in regional and national contexts.
- 2008 Housing Needs Survey (HNS): The 2008 HNS represents a valuable secondary data source. It was a random survey with the data weighted to match the total population of Sutton using various demographic indicators. As this includes older person households, the findings are statistically representative of older person households in Sutton.[28] As the survey was designed to cover all households in Sutton, it does, however, lack the detail of older people specific needs, hence a survey specific to this group was commissioned.
- CORE statistics on new lettings in Sutton
- Database of clients in receipt of Disability Living Allowance
- Department of Work and Pensions data on pension receipts
- Index of Multiple Deprivation, 2007
- GLA 2008 projections on ethnic group population
- ONS 2007 mid-year population estimates
- Supporting People 10% sample of sheltered accommodation and floating support clients
- Sutton Council Housing Register

2.2   The purpose of the secondary data analysis is twofold. Firstly, it aims to provide background information on older people living in the Borough of Sutton and to provide context in which the forthcoming survey findings can be analysed. Secondly, it provides initial indications of the housing needs of older people in Sutton.

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[28] Based on the total sample of 986 responses from older person households, with a total estimated older population of 44,944, the results are statistically significant at the 95% confidence interval with an error margin of +/- 3%.

2.3 This chapter starts by describing Sutton, before describing the demographic characteristics of older people in comparison with those in London and the rest of England. It then moves on to explore local older people's financial and housing circumstances, using a range of datasets. It ends by outlining the existing services for older people in the borough.

The London Borough of Sutton

2.4 Sutton is an outer London borough in the South West housing sub-region. Its mid-2007 population estimate is 185,894,[29] with a mid-2007 estimate of 76,370 households.[30] The 2008 Housing Needs Survey (HNS) estimated that 90.1% of household heads are White British, Irish or Other, with 9.9% non-White. Overall Sutton is a relatively prosperous borough. It is ranked the 234th most deprived local authority in England, and the forth least deprived in London.[31] Nevertheless there are pockets of deprivation mainly in the north and east of the borough, particularly around St Helier and Beddington (see Figure 2.1).

Figure 2.1 2007 Index of Multiple Deprivation scores in Sutton Lower Super Output Areas

IMD score
at LSOA

15 to 40
14 to 15
12 to 14
10 to 12
8 to 10
7 to 8
2 to 7
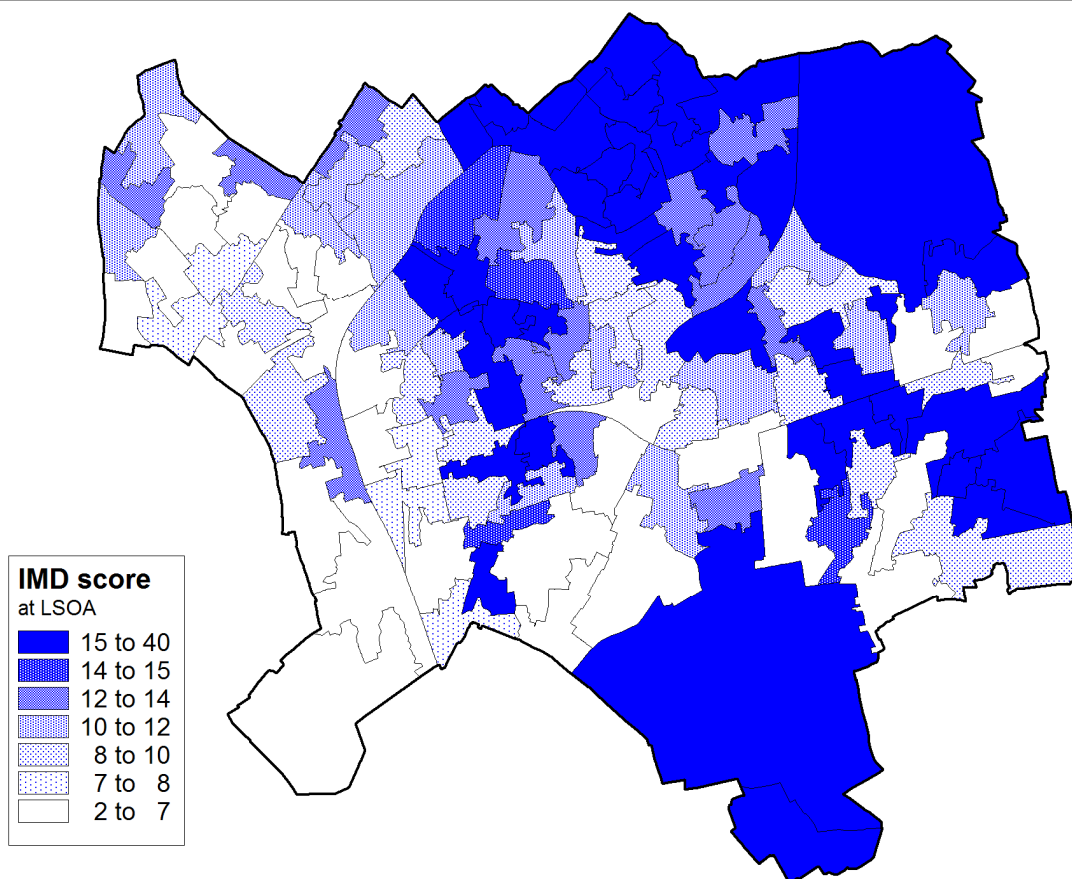
Source: IMD 2007

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[29] ONS mid-year population estimates, 2007.
[30] *Housing Needs Survey* Fordham Research, London Borough of Sutton, 2008.
[31] Index of Multiple Deprivation, CLG, 2007.

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Demographic characteristics

Total number of older people

2.5　The first step is to estimate the total number of older people in Sutton. There is some debate over the most appropriate data source to use, with different estimates produced by the ONS, GLA and DWP.[32] In line with the Sutton *Older People's Needs Assessment*, we base our analysis on ONS data, supplemented with GLA and DWP data where appropriate.

2.6　Turning to the latest population estimates from ONS, there were 44,900 older people in Sutton in 2007 (Table 2.1). When compared to the rest of England and Wales, it is apparent that Sutton has a larger young population in relation to the national average; the figures show that almost a quarter (24.2%) of the London Borough of Sutton population are older people, compared to the national average of 27.9%. However, Sutton is typical of Outer London in terms of its age profile, where 22.8% are older people. As a centre of employment, London tends to be younger than most other parts of the country, particularly rural areas. There is a trend to move away from London as people retire, as well as away from the inner city and into to the outer suburbs.

Table 2.1 Population by age					
Age group	*England & Wales*		*Outer London*		*Sutton*	
	No.	*%*	*No.*	*%*	*No.*	*%*
0-29	20,260,900	37.5%	1,803,500	39.5%	69,200	37.2%
30-44	11,681,700	21.6%	1,152,100	25.2%	47,200	25.4%
45-54	7,026,400	13.0%	572,600	12.5%	24,600	13.2%
55-64	6,412,900	11.9%	444,500	9.7%	19,100	10.3%
65-74	4,468,500	8.3%	298,400	6.5%	12,600	6.8%
75-84	3,049,500	5.6%	212,600	4.7%	9,400	5.1%
85+	1,172,200	2.2%	85,200	1.9%	3,800	2.0%
Older people	*15,103,100*	*27.9%*	*1,040,700*	*22.8%*	*44,900*	*24.2%*
Total	**54,072,000**	**100.0%**	**4,568,300**	**100.0%**	**185,900**	**100.0%**

Source: ONS 2007 mid-year population estimates, rounded to nearest hundred

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[32] See also Chapter 2 of the *Sutton Older People's Needs Assessment: 2009* for a discussion of the differences between data sources and their relative merits.
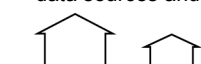
2.7   In terms of future population increase, the ONS estimates that the older person population in Sutton will grow over the next twenty years, in line with regional and national trends, with an increase of 41.4% projected by 2030, equivalent to 19,100 people (Table 2.2). The largest percentage increase is among those aged 85 or over, who comprise 8.7% of the older population in 2010, rising to 10.0% in 2030. The proportion of those aged 55-64 and 75-79 is expected to fall slightly, although numbers are projected to rise for these and all other age groups.

Table 2.2 Older person population increase by age (in thousands)										
Age group	2010		2015		2020		2025		2030	
	No.	%	No.	%	No.	%	No.	%	No.	%
55-64 years	19.6	42.5%	20.2	41.2%	23.7	43.3%	26.2	43.4%	26.6	40.8%
65-74 years	13.2	28.6%	15	30.6%	15.9	29.1%	16.6	27.5%	19.4	29.8%
75 -79 years	5.2	11.3%	5.4	11.0%	5.6	10.2%	7.1	11.8%	6.6	10.1%
80-84 years	4.1	8.9%	4.2	8.6%	4.6	8.4%	4.8	7.9%	6.1	9.4%
85+	4.0	8.7%	4.3	8.8%	4.9	9.0%	5.7	9.4%	6.5	10.0%
Increase since 2010	-		3.0	6.50%	8.6	18.6%	14.3	31.0%	19.1	41.4%
Total	**46.1**	**100%**	**49.1**	**100%**	**54.7**	**100%**	**60.4**	**100%**	**65.2**	**100%**

Source: ONS 2007 mid-year population estimates

2.8   The increase in Sutton's older person population is shown in comparison to the London and national averages in Figure 2.2. Over the period until 2030, older persons will continue to comprise a greater proportion of the total population in Sutton than the London averages, although less than the national average.

Figure 2.2 Projected percentage of older person population, 2010 - 2030

Source: ONS 2007 mid-year population estimates

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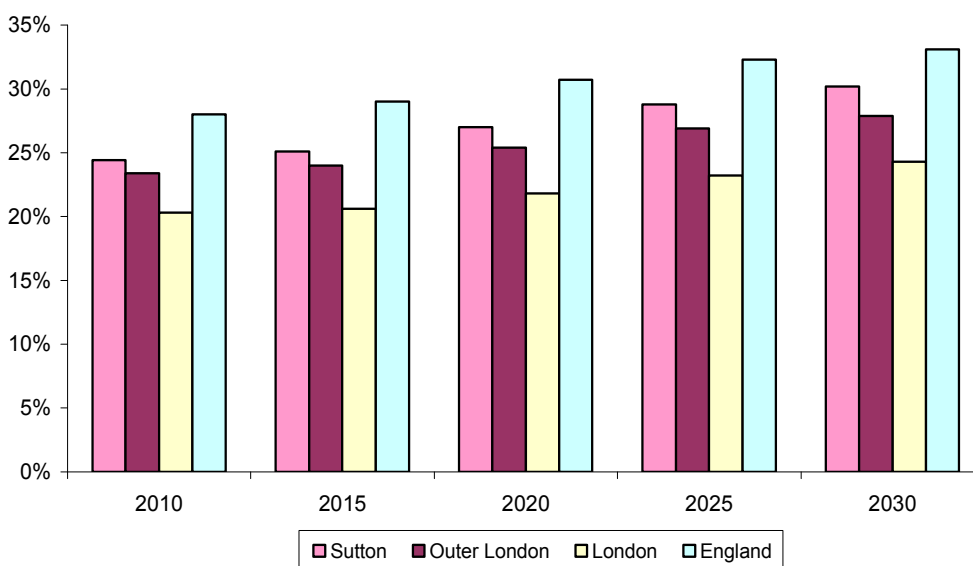
2.9   This is certainly a large increase, with implications for the borough's older person support services and health care services for older people. This increase in the number of older people living in Sutton will require a significant increase in health and support services to meet the needs of Sutton's ageing demographic.

2.10   The 2008 Housing Needs Survey can be used to estimate the number of households containing an older person (Table 2.3). This shows that there are 17,680 older person households in Sutton. The largest proportion are aged between 65 and 74 years old, comprising 4,800 households.

Table 2.3 Older person households in Sutton		
Age group	*Number*	*Percentage*
55-59	3,644	20.7%
60-64	4,134	23.5%
65-74	4,800	27.3%
75-84	3,642	20.7%
85+	1,460	8.3%
Total	**17,680**	**100.0%**

Source: Sutton HNS (2008)

Ethnic profile

2.11   When the age profile is broken down by ethnicity, we can see that, like in most areas, older age groups are less ethnically diverse than younger age groups (Table 2.4). While non-White groups make up 12.4% of the 55-59 age group, they comprise only around 2% of people aged over 85. The Indian group are the largest ethnic minority followed by Other Asian. As the following chapter shows, stakeholders reported that there was a relatively large and long-established Indian community, while more recent migration had occurred from Other Asian groups, such as from Sri Lanka.

Table 2.4 Projected 2009 older population by ethnic group and age										
Ethnic group	*55–59*		*60–64*		*65–74*		*75 -84*		*85+*	
	No.	*%*	*No.*	*%*	*No.*	*%*	*No.*	*%*	*No.*	*%*
White	8,306	87.6%	8,570	90.7%	11,274	91.2%	8,259	95.4%	3,580	98.0%
Indian	298	3.1%	218	2.3%	314	2.5%	134	1.5%	21	0.6%
Other Asian	245	2.6%	177	1.9%	223	1.8%	80	0.9%	17	0.5%
Other[33]	157	1.7%	121	1.3%	87	0.7%	15	0.2%	8	0.2%
Black Caribbean	123	1.3%	107	1.1%	184	1.5%	59	0.7%	11	0.3%
Black African	113	1.2%	88	0.9%	72	0.6%	27	0.3%	3	0.1%
Chinese	115	1.2%	83	0.9%	72	0.6%	22	0.3%	7	0.2%
Pakistani	64	0.7%	47	0.5%	66	0.5%	33	0.4%	3	0.1%
Black Other	40	0.4%	24	0.3%	44	0.4%	22	0.3%	1	0.0%
Bangladeshi	24	0.3%	16	0.2%	27	0.2%	7	0.1%	2	0.1%
All ethnic minorities	1,179	12.5%	881	9.4%	1,089	8.8%	399	4.7%	73	2.1%
Total	**9,485**	**100%**	**9,451**	**100%**	**12,362**	**100%**	**8,658**	**100%**	**3,654**	**100%**

Source: GLA 2008 Round Ethnic Group Projections – (PLP Low[34])

2.12   The numbers of ethnic minority older people is expected to grow by 4,309 between 2010 and 2030 (Table 2.5). This is an increase of 113%, compared to an increase of just 16.9% for older White residents. Although the White population is expected to fall proportionately, the numbers of White older people are still projected to rise by 6,757. In percentage terms, ethnic minority groups are projected to comprise 14.8% of the total older person population in Sutton by 2030, compared to 8.7% in 2010. Indians will remain the largest ethnic minority among older people, projected to rise by 856, followed by Other Asian, increasing by 794. The third largest group will be Black Caribbean, expected to more than double in size.

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[33] Other Ethnic Groups refers to mixed and other ethnic groups including Chinese Mixed and Mixed Other (GLA 2007 Round Ethnic Group Projections, page 3).

[34] Post London Plan Low projections are used here as they are generally used in borough's own projections.

Table 2.5 Projected increase in numbers of older people by ethnic group										
Ethnic group	*2010*		*2015*		*2020*		*2025*		*2030*	
	No.	*%*	*No.*	*%*	*No.*	*%*	*No.*	*%*	*No.*	*%*
White	39,943	91.3%	40,632	89.4%	42,910	87.7%	44,904	86.4%	46,700	85.2%
Indian	1,027	2.3%	1,279	2.8%	1,496	3.1%	1,684	3.2%	1,883	3.4%
Other Asian	783	1.8%	952	2.1%	1,158	2.4%	1,356	2.6%	1,577	2.9%
Black Caribbean	511	1.2%	694	1.5%	931	1.9%	1,117	2.1%	1,275	2.3%
Other	408	0.9%	521	1.1%	636	1.3%	742	1.4%	832	1.5%
Black African	325	0.7%	451	1.0%	612	1.3%	784	1.5%	937	1.7%
Chinese	316	0.7%	380	0.8%	421	0.9%	445	0.9%	455	0.8%
Pakistani	232	0.5%	314	0.7%	406	0.8%	516	1.0%	636	1.2%
Black Other	135	0.3%	166	0.4%	237	0.5%	326	0.6%	398	0.7%
Bangladeshi	79	0.2%	83	0.2%	95	0.2%	119	0.2%	131	0.2%
All ethnic minorities	3,816	8.7%	4,840	10.6%	5,991	12.3%	7,088	13.6%	8,125	14.8%
Total	**43,759**	**100.0%**	**45,472**	**100.0%**	**48,901**	**100.0%**	**51,992**	**100.0%**	**54,825**	**100.0%**

Source: GLA 2008 Round Ethnic Group Projections – Low

Total numbers

It is estimated that there were 44,944 older people (those aged over 55) in Sutton in 2007, equivalent to 24% of the total population, and 17,680 households comprising older people, or 23% of the total. The percentage of older people is slightly higher than the average for Outer London boroughs, although below the national average of 28%. The number of older people is expected to grow by 19,100 by 2030, an increase of 41%, to comprise 30% of the total population. Again, the proportion of older people is projected to be larger than the Outer London average of 27.9%, but below that for England and Wales 33.1%. 92% of older people are White and while their numbers will increase, proportionately this will fall to 85% in 2030, with large percentage increases in Indian, Other Asian and Black Caribbean groups.

Location of older people in Sutton

2.13   The section looks at where in Sutton older people are likely to live. Using the 2008 HNS dataset, we have mapped where older people live in Sutton (Figure 2.3 below). This shows the wards with the highest population of households containing older people. It shows they mainly reside in the south west of the borough, particularly in the Cheam and Nonsuch wards, with pockets in the centre (Sutton North and Sutton South wards) and the east, most notably Wallington South, where the majority of households contain older people. When compared with the map of deprivation (Figure 2.1), it is apparent that all these wards have relatively low levels of deprivation, especially Cheam and Sutton South, which are among the least deprived in the borough. These two wards are also in sub-areas with high levels of owner-occupation and low levels of socially rented housing (see Table 2.6 below). Older people generally make up a small proportion of the population in the more deprived wards of the borough, such as St Helier, Wandle Valley and Beddington South.

Figure 2.3 Location of older person households in Sutton

Older person households
% of all households

- 50 - 55%
- 45 - 50%
- 40 - 45%
- 35 - 40%
- 30 - 35%
- 25 - 30%
- 20 - 25%

Source: Sutton HNS 2008

	Beddington and Wallington		Carshalton and Clockhouse		Cheam North and Worcester Park		St. Helier, The Wrythe and Wandle Valley		Sutton		Sutton South, Cheam and Belmont		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Own outright	2,255	57.1%	1,113	71.3%	2,392	83.8%	1,052	37.0%	1,770	57.4%	2,459	73.4%	11,041	62.5%
Own w/ mortgage	321	8.1%	120	7.7%	145	5.1%	268	9.4%	276	8.9%	203	6.1%	1,334	7.5%
Social rented	170	22.9%	152	11.3%	25	11.3%	87	50.6%	117	29.9%	208	14.3%	1,059	24.0%
Private rented	905	11.9%	176	9.7%	323	0.9%	1,440	3.1%	921	3.8%	481	6.2%	4,246	6.0%
Total	**3,951**	**100%**	**1,561**	**100%**	**2,885**	**100%**	**2,847**	**100%**	**3,084**	**100%**	**3,351**	**100%**	**17,680**	**100%**

Table 2.6 Tenure of older person households by local committee sub-area

Source: Sutton HNS 2008

2.14   The distribution is supported by analysis of data on recipients of the state pension. Table 2.7 shows the number and percentage of the population receiving the state pension by ward. Cheam, Wallington South and Nonsuch are the wards with the highest percentage of people claiming the state pension, while St Helier, Sutton Central and Wandle Valley have the lowest.

Table 2.7 People receiving state pension by ward (ranked), August 2008		
Ward	*Total Claimants*	*% population of older person population*
Cheam	2,200	32.2%
Wallington South	1,950	28.6%
Nonsuch	1,995	28.0%
Sutton South	1,770	26.5%
Sutton North	1,830	26.2%
Belmont	1,840	25.1%
Worcester Park	1,700	23.5%
Stonecot	1,730	23.4%
Carshalton South & Clockhouse	1,595	23.1%
Beddington South	1,600	22.2%
Beddington North	1,585	21.9%
Carshalton Central	1,560	21.8%
Sutton West	1,615	21.2%
The Wrythe	1,565	21.1%
Wallington North	1,520	20.9%
St Helier	1,425	20.0%
Sutton Central	1,400	18.8%
Wandle Valley	1,255	17.0%
TOTAL	**39,661**	**30.7%**

Source: DWP, Work and Pensions Longitudinal Study, 2009

2.15 A slightly different picture is shown when we consider pension credits, a means-tested benefit which supplements the state pension. In total, 5.9% of Sutton residents qualify for pensions credit. For comparison, 4.5% of the population in England qualifies, as do 6.5% of London residents and 3.9% of outer London residents. As Table 2.8 shows, St Helier, Sutton Central and Wandle Valley are the wards with the highest number of claimants. They are also, as would be expected, amongst the most deprived wards of the borough (see Figure 2.1). A similar trend can be seen in the Older People's Needs Assessment, 2009, which identifies St Helier, Sutton Central and Wandle Valley as the three areas of Sutton in which close to 100% of eligible claimants are in receipt of Pension Credits. Both analyses show fewer claims from areas such as Cheam, Nonsuch, Carshalton South, Beddington South and Beddington North. These areas have a comparatively higher percentage of older residents (see Figure 2.3). but a lower number of claimants, indicating possibly wealthier individuals and lower levels of need. Such disparities demonstrate that although deprived wards such as St Helier, Sutton Central and Wandle Valley contain relatively few pensioners, they are more likely to be reliant on supplementary state benefits (such as pensions credit) than their counterparts in wealthier areas.

Table 2.8 People receiving pension credits by ward (ranked), August 2008		
Ward	*Total claimants*	*Percentage of population*
St Helier	555	7.7%
Sutton Central	475	7.7%
Wandle Valley	465	6.6%
Wallington South	420	6.2%
Sutton North	350	5.1%
Sutton South	365	5.0%
Beddington South	340	4.8%
The Wrythe	340	4.8%
St Helier	555	4.5%
Beddington North	290	4.2%
Wallington North	295	4.1%
Belmont	255	3.7%
Cheam	245	3.7%
Sutton West	260	3.5%
Nonsuch	255	3.4%
Worcester Park	250	3.4%
Stonecot	220	2.9%
Carshalton Central	210	2.9%
Carshalton South & Clockhouse	195	2.8%
TOTAL	**5,785**	**5.9%**

Source: DWP, Work and Pensions Longitudinal Study, 2009

2.16   We have also mapped where older people claiming Disability Living Allowance live (Figure 2.4). It shows clusters in the north of the borough around St Helier, with a spine running south through Sutton itself and Belmont, along the Brighton Road. There is also a cluster in the south east of the borough at Beddington South. These are also among the most deprived areas of Sutton (see Figure 2.1) while Sutton town centre and Belmont contain a concentration of sheltered housing schemes (Figure 2.9). They are not, however, the most populated areas in terms of older person households overall (Figure 2.3). Again, the impression is of there being a smaller but relatively deprived older person population claiming state benefits, such as pensions credits (Table 2.10), in the areas of the borough which rank highest on the Index of Multiple Deprivation (Figure 2.1).

Figure 2.4 Location of older people claiming Disability Living Allowance
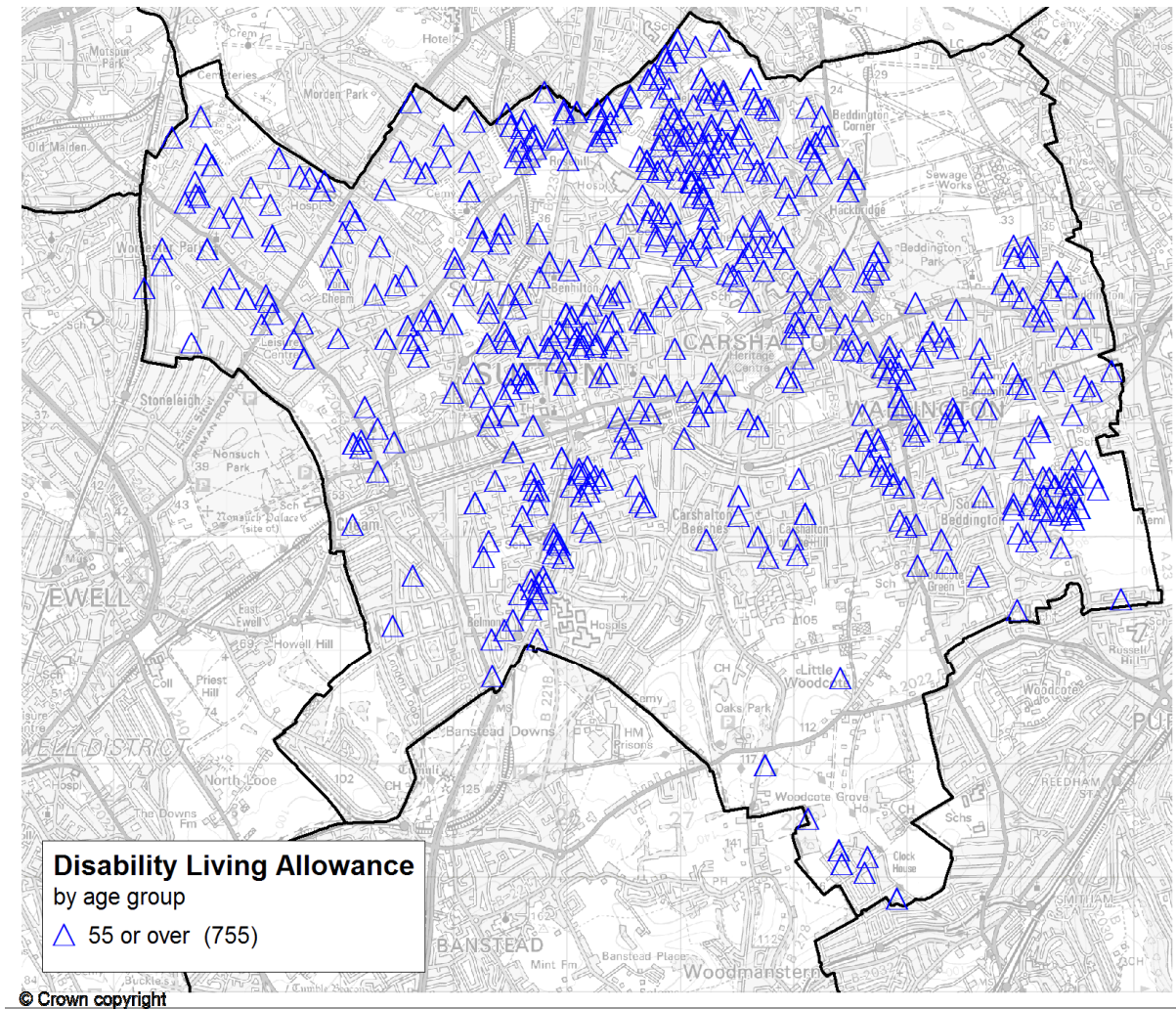
Source: LB Sutton

2.17   Finally in this section, we have analysed data on recipients of Safecall, Sutton's community alarm service. The service also includes Telecare (where in addition to an alarm, sensors in the home automatically activate an alarm when unusual activity is detected) and a Mobile Response service. It is available to residents of all ages, although they are almost entirely over 55. Figure 2.5 shows that recipients of services in Sutton were found across the whole borough, although there were particular concentrations in St. Helier, Central Sutton, Belmont, and Wallington South. There were relatively few people receiving the service in most parts of Cheam, Carshalton and Worcester Park.

Figure 2.5 Location of Safecall users in Sutton

Safecall recipients over 55 (1,740)
Number per LSOA*

- 15 to 33
- 14 to 15
- 12 to 14
- 11 to 12
- 10 to 11
- 8 to 10
- 3 to 8
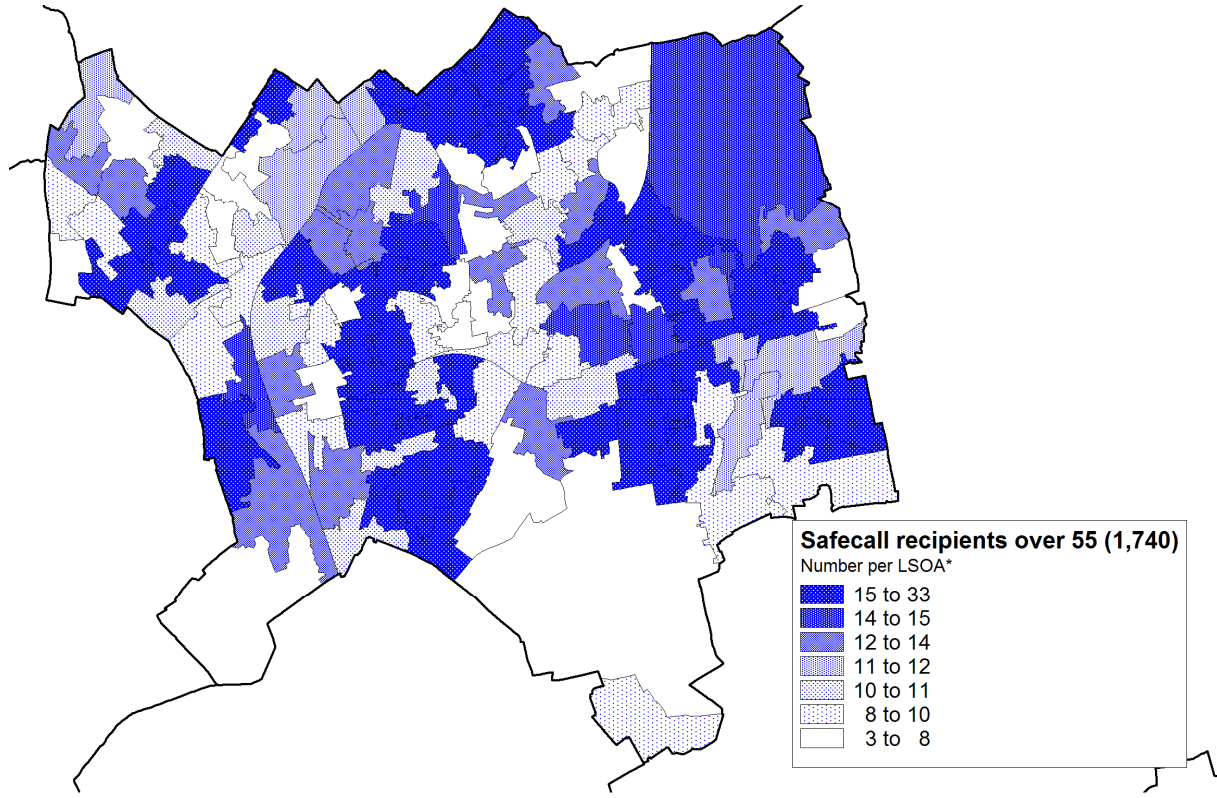
*Lower Super Output Area

Source: LB Sutton

Location

There are large proportions of older people in the wealthier southern parts of Sutton, particularly Cheam and Wallington South, where older person households represent the majority of households. However, although proportionately smaller, there are also significant numbers of older people in more deprived areas, such as St Helier, Sutton town centre and Beddington South, and who are more likely to be in receipt of benefits. The location of older people will have implications for where different forms of housing-related services for older people should be provided.

Financial characteristics

2.18   One advantage of the HNS dataset is that it contains information pertaining to the earnings and savings of the population not available to the same degree of detail in other secondary data sources. We have analysed information related to the gross (pre-tax) income of households containing one or more retired person (Figure 2.6 below). Income here includes state benefits, private pensions and other investments. Households comprising retired people receive on average £13,300, less than half the borough average. While this is to be expected given that pension levels are generally much lower than employment incomes, it gives an idea of how much older people can afford to spend on housing and housing-related support they require. (See Appendix 1 for further financial characteristics of older people in the borough).

Figure 2.6 Gross median income of retired households
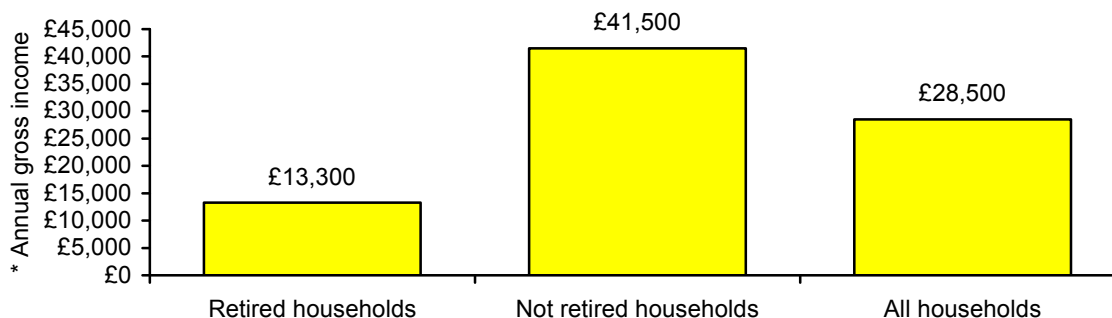
* Annual gross income including all benefits except housing-related benefits, rounded to nearest £100

Source: Sutton HNS 2008

2.19   We have also looked at how much of the annual household income is spent on housing (i.e. rent or mortgage repayments, excluding housing benefit; we have not included outright owners in the analysis as their housing outgoings are zero). Figure 2.7 shows that households containing older people on average spend £3,506 p.a. on housing, slightly over half the amount spent by other households (£6,348), The reason for this is that older people are more likely to own their home outright (see Table 2.13) therefore incurring no direct housing costs. It is notable that the biggest difference is in the private rented sector: the average for older person households is £4,819, compared to £8,593 for non-older person households. This may indicate that older people live in older and smaller accommodation at the cheaper end of the private rented market.

Figure 2.7 Average yearly amounts spent on housing (excluding housing benefits)
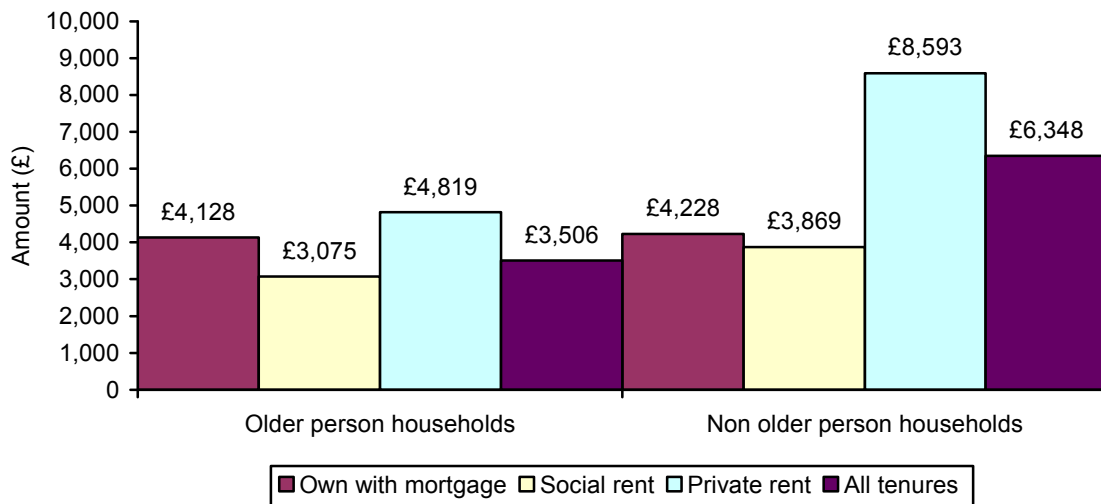
Source: Sutton HNS 2008

Financial information

Retired households have an income just below half the Sutton average. However, older person households spend less than half as much as other households on housing due to the larger proportion in owner occupation who have paid off their mortgages.

Current housing circumstances

2.20   We now turn to the older people's housing circumstances. We start by looking at four key indicators of housing – type, composition, tenure and occupation levels (including overcrowding) – before looking at the characteristics of those applying for social housing.

Housing type

2.21   Table 2.9 shows housing type by age group. It can be seen that the most common housing type occupied by older people is a flat, inhabited by 30.4% of the total older person population. Almost as many (29.6%) live in a semi-detached house and 23.2% in a terraced house. However, the overall picture masks some significant differences between older people age groups. While almost a quarter (22.9%) of those aged 55-59 live in a flat, the proportion rises to over half (57.4%) of those aged over 85, reflecting how most specialist accommodation is in the form of flats. The proportion living in houses shows a corresponding decrease with age. For example, 17.1% of people aged 55-59 were in a detached house, compared to 9.8% of those aged 75-84, and 5.5% of those older than 85. This suggests that as people get older they are more likely to require supported housing, such as sheltered housing, which is primarily comprised of single story housing to aid access and mobility to facilities in the home.

Table 2.9 Housing type by age group												
	Detached		Semi-detached		Terraced		Bungalow		Flat		Total	
Age group	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
0-54	4,577	7.8%	14,083	24.0%	17,663	30.1%	469	0.8%	21,829	37.2%	56,680	100.0%
55-59	623	17.1%	3,645	33.9%	911	25.0%	40	1.1%	835	22.9%	3,644	100.0%
60-64	624	15.1%	4,134	30.7%	1,191	28.8%	62	1.5%	988	23.9%	4,134	100.0%
65-74	638	13.3%	4,800	31.5%	1,042	21.7%	173	3.6%	1,435	29.9%	4,800	100.0%
75-84	357	9.8%	3,642	25.0%	779	21.4%	317	8.7%	1,278	35.1%	3,642	100.0%
85+	80	5.5%	1,460	21.0%	177	12.1%	58	4.0%	838	57.4%	1,460	100.0%
Older people	2,316	13.1%	5,233	29.6%	4,099	23.2%	654	3.7%	5,375	30.4%	17,680	100.0%
Total	**7,669**	**10.0%**	**20,115**	**26.3%**	**20,795**	**27.2%**	**1,520**	**2.0%**	**26,263**	**34.4%**	**76,360**	**100.0%**

Source: Sutton HNS 2008

2.22   The HNS 2008 estimates that 1,039 households (equivalent to 2.9% of Sutton's older people) live in 'other accommodation' including sheltered, extra care sheltered and residential care housing (Table 2.10). Numbers increase with age – 65.3% are 75 or over. Due to small sample size the type of accommodation stayed in cannot reliably be broken down further. It is also likely to be an under-estimate given that very few questionnaires were returned from such schemes.

Table 2.10 Households in Other Accommodation: by age groups		
	Count	%
55-69 years	7	0.7%
60-64 years	116	11.2%
65-74 years	288	27.7%
75-84 years	364	35.0%
85+ years	263	25.3%
Total	**1,039**	**100.0%**

Source: Sutton HNS 2008

2.23   We have therefore looked at other sources to estimate the size and breakdown of the population in specialist accommodation, namely the Service Directory of Supporting People Services in Sutton[35] and a directory of residential care homes in the borough.[36] The Service Directory gives the capacity of each scheme along with current vacancies (an average of 10%). Vacancy information for care homes is based on Commission for Social Care Inspection reports for each scheme, which suggest that most have a 15% vacancy. We have used the same vacancy rate for retirement housing. This gives an estimate for the numbers living in each type of specialist accommodation (Table 2.11). Our estimate is that there are 1,940 older people living in a form of specialist accommodation in Sutton, whether privately owned or socially rented.

Table 2.11 Older people in specialist accommodation	
Accommodation type	*Occupied units*
Sheltered	839
Extra care sheltered	166
Residential care	680
Retirement	255
Total	**1,940**

Sources: SPOCC; www.carehomes.co.uk

Household composition

2.24   Another aspect of housing is household composition, such as whether the people in it are married or living alone. This data is not collected in the 2008 HNS so for this we used the 2001 Census, the most recent available source. Table 2.12 indicates that there is a large decrease after age 75 in the number of older people living as a married couple, possibly in most cases due to the death of a spouse – 61.5% of those aged 65 to 74 live as a married couple, against 40.6% of 75 to 84 year olds and 15.9% aged over 85. Continuing to live alone is the main outcome for 44.1% of 75 to 84 year olds and 51.6% of those over 85. 'Living in a communal establishment', which can include sheltered accommodation, residential care etc, also increases for the oldest age group, from 3.4% of 75-84 year olds to 17.7% of the 85 plus.

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[35] Available at http://spocc.sutton.gov.uk/spoccnet/SearchServices.aspx

[36] Available at www.carehome.co.uk
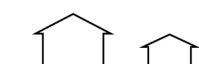
	Table 2.12 Household type by age group													
Age group	*Lone parent family*		*Married couple family*		*Cohabiting couple family*		*Not living in a family but with others in household*		*Living alone*		*Living in a communal establishment*		*Total*	
	No.	*Count*	*No.*	*Count*	*No.*	*Count*	*No.*	*Count*	*No.*	*Count*	*No.*	*Count*	*No.*	*Count*
55-59	552	6.0%	6,382	69.5%	461	5.0%	254	2.8%	1,485	16.2%	50	0.5%	9,184	**100.0%**
60-64	360	4.8%	5,172	68.7%	239	3.2%	265	3.5%	1,444	19.2%	50	0.7%	7,530	**100.0%**
65-74	510	3.9%	8,114	61.5%	247	1.9%	559	4.2%	3,631	27.5%	136	1.0%	13,197	**100.0%**
75-84	443	4.8%	3,750	40.6%	109	1.2%	552	6.0%	4,075	44.1%	317	3.4%	9,246	**100.0%**
85+	259	7.0%	586	15.9%	10	0.3%	278	7.5%	1,908	51.6%	654	17.7%	3,695	**100.0%**
Total	**2,124**	**5.5%**	**24,004**	**55.9%**	**1,066**	**3.2%**	**1,908**	**4.0%**	**12,543**	**25.9%**	**1,207**	**2.3%**	**42,852**	**100.0%**

Source: ONS Census 2001

Tenure

2.25 Overall, over half (55.3%) of older people own their home outright, one fifth (19.5%) have a mortgage, 19% are in socially rented housing and 6.3% rent privately. The 2008 HNS data shows how this changes with age (Figure 2.8 and Table 2.13 below). It can be seen that the proportion of the Sutton population who own their home outright increases with age and peaks among 65 to 74 year olds and falls for those aged over 85. At the same time, there is an increase in the number of older persons occupying housing in the social rented sector, suggesting that social rented accommodation becomes a significant option for older people if they need to move from their own home. This is supported by analysis of the Housing Register, which shows that older age groups make up a larger proportion of applicants than younger age groups (Table 2.17).

Figure 2.8 Tenure by age

Source: Sutton HNS 2008

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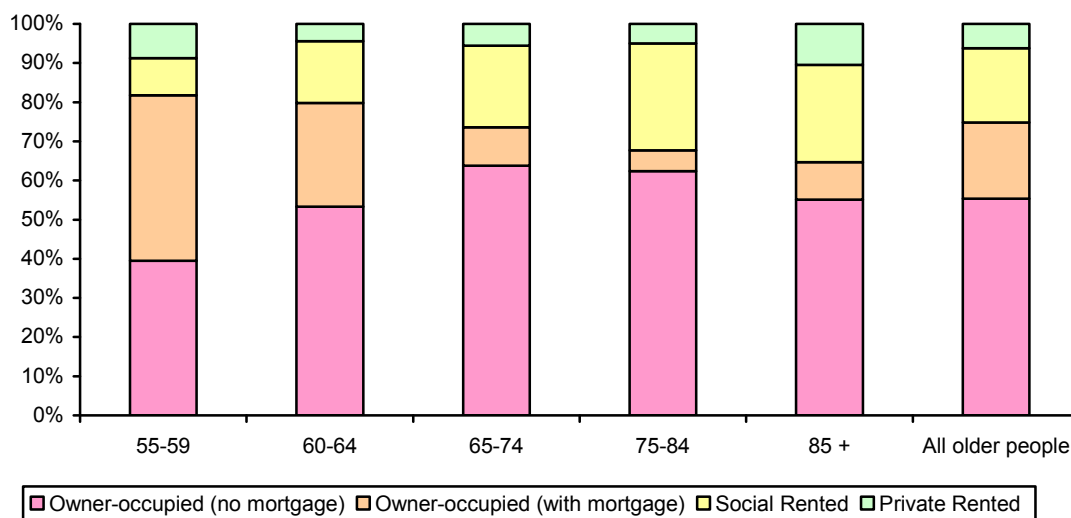
Table 2.13 Household tenure by age group										
Age group	*Owner-occupied (no mortgage)*		*Owner-occupied (with mortgage)*		*Social rented*		*Private rented*		*Total*	
	No.	*Count*	*No.*	*Count*	*No.*	*Count*	*No.*	*Count*	*No.*	*Count*
55-59	1,440	39.5%	1,542	42.3%	346	9.5%	321	8.8%	3,648	100.0%
60-64	2,203	53.3%	1,095	26.5%	649	15.7%	182	4.4%	4,130	100.0%
65-74	3,062	63.8%	470	9.8%	998	20.8%	269	5.6%	4,800	100.0%
75-84	2,273	62.4%	193	5.3%	994	27.3%	182	5%	3,642	100.0%
85+	804	55.1%	140	9.6%	363	24.9%	152	10.4%	1,460	100.0%
Total	**9,782**	**55.3%**	**3,441**	**19.5%**	**3,351**	**19.0%**	**1,105**	**6.2%**	**17,680**	**100%**

Source: Sutton HNS 2008

Occupation levels

2.26   In this section, we look at the Bedroom Standard to assess under and over-occupation of housing.[37] Table 2.14 demonstrates that overcrowding is not a major factor concerning older people – only 263 older person households are estimated to be over-occupied. Under-occupation is an issue; 8,169 households are under-occupied, 46% of the total.

Table 2.14 Under- and over- occupation by age						
Occupation level	*55-59*	*60-64*	*65-74*	*75-84*	*85 +*	*Total*
Over-occupied	100	86	35	42	0	263
Neither over- nor under-occupied	1,798	2,069	2,387	2,047	946	9,247
Under-occupied	1,746	1,979	2,378	1,553	514	8,169
Total	3,644	4,134	4,800	3,642	1,460	17,680
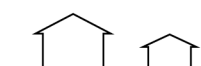
Source: Sutton HNS 2008

2.27   Of the 263 over-occupied households, 108 live in the social rented sector (Table 2.15). The majority of under-occupied households are outright owners – 5,799 of these households are under-occupied.

Table 2.15 Under- and over- occupation by tenure group					
Occupation level	*Owner-occupier (no mortgage)*	*Owner-occupier (with mortgage)*	*Social rented*	*Private rented*	*Total*
Over-occupied	72	66	108	17	263
Neither over- nor under-occupied	3,911	1,832	2,760	744	9,247
Under-occupied	5,799	1,543	483	344	8,169
All households	**9,782**	**3,441**	**3,351**	**1,105**	**17,680**

Source: Sutton HNS 2008

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[37] The bedroom standard is that used by the General Household Survey to assess under-occupancy and over-crowding. See the glossary for further details.

2.28　Looking specifically at under-occupied older people households, the following Table 2.16 shows that very few older people state that they need or are likely to move in the next two years – just 8.2% of all older person households. While most of these would prefer a smaller dwelling, overall the percentage of those in under-occupied dwellings who would consider downsizing is very small – 6.4%. This perhaps reflects the emotional attachment people have to their homes and reluctance to move somewhere else, or the practical difficulty of moving many older people may experience.

Table 2.16 Under-occupation and older people households		
	Number	*Percentage*
Number of under-occupied households	8,169	46.2%
Need or likely to move in next two years	670	8.2%
Would prefer smaller dwelling	523	6.4%

Source: Sutton HNS 2008

Social housing applicants

2.29　It was suggested in Figure 2.8 that older people transfer to the social rented sector as they age. There is some evidence for this in an analysis of 755 older person households on the Housing Register (Table 2.17), including new applicants and those awaiting a transfer. Numbers are higher among the older age groups, with the largest proportion (26.6%) aged between 65 and 74, although there are notably fewer applicants aged over 85.

Table 2.17 Older person households on Housing Register: age groups		
	Count	*Percentage*
55-69 years	158	20.9%
60-64 years	167	22.1%
65-74 years	201	26.6%
75-84 years	159	21.1%
85+ years	72	9.5%
Total	**755**	**100.0%**

Source: Sutton Council Housing Register, August 2009

2.30　In terms of where applicants currently live, a fifth come from out of the borough (Table 2.18). However, further analysis showed that 97% of these applicants were assessed to be in the lowest band of priority need, therefore do not present a significant draw on Council housing services. From within the borough, the wards of Central Sutton, St Helier and Wandle Valley are the most frequently given areas of applicants' current address, all areas with high levels of social housing.

Table 2.18 Housing Register applicants by age group and ward						
Ward	*55–59*	*60–64*	*65–74*	*75 – 84*	*85+*	*Total*
Belmont	7	10	11	7	2	37
Central Carshalton	5	10	6	4	4	29
Cheam	3	4	6	5	2	20
Central Sutton	7	7	20	13	6	53
North Beddington	3	4	6	5	3	21
Nonsuch	3	-	6	1	1	11
North Sutton	8	5	9	7	3	32
North Wallington	9	7	5	4	-	25
South Beddington	4	10	5	2	1	22
South Carshalton	4	5	5	6	1	21
South Sutton	7	10	12	8	8	45
St Helier	13	9	13	15	6	56
Stonecot	4	6	5	3	2	20
South Wallington	6	13	10	7	2	38
Wandle Valley	11	14	9	13	4	51
Worcester Park	4	8	4	3	1	20
The Wrythe	16	8	4	11	4	43
West Sutton	12	6	15	5	1	39
Out of borough	30	31	50	40	21	172
Grand total	*156*	*167*	*201*	*159*	*72*	*755*
Percentage total	**20.7%**	**22.1%**	**26.6%**	**21.1%**	**9.5%**	**100.0%**

Source: Sutton Council Housing Register, August 2009

2.31   In terms of who actually moved, Table 2.19 shows that almost half (49.1%) of new older person lettings for general needs housing in 2008/09 were to those aged 53-59,[38] despite their only making up a fifth of Housing Register applications from older people (as shown in Table 2.17). This is likely to be because the younger age groups amongst older people have fewer support needs and so are better able to manage general needs housing, rather than move to specialist housing.

Table 2.19 Age of head of household for new lettings, general needs housing April 2008 – March 2009						
	Housing association		Local authority		Total	
Age	*Number*	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
53-59	16	45.7%	11	52.3%	28	49.1%
60-64	4	11.4%	3	14.3%	7	12.3%
65-69	2	5.7%	4	19.0%	6	10.5%
70-74	3	8.6%	3	14.3%	6	10.5%
75-79	3	8.6%	0	-	3	5.3%
80 +	7	20%	0	-	7	12.3%
Missing data	10	-	14	-		
Total	**35**	**100.0%**	**21**	**100.0%**	**57**	**100.0%**

Source: Annual Report of CORE data, Sutton, June 2009

2.32   Regarding specialist housing, over half (53.2%) of new lets were to those aged 60 to 74 (Table 2.20). This may be because they present a higher level of need requiring a move to specialist housing or are better able to manage the process of accessing it, or because older groups have already had their housing support issues resolved.

Table 2.20 Age of head of household for new lettings, specialist housing April 2008 – March 2009						
	Housing association		Local authority		Total	
Age	*Number*	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
60-74	35	42.7%	40	67.8%	75	53.2%
75-79	14	17.1%	9	15.5%	23	16.3%
80-84	17	20.7%	7	11.9%	24	17.0%
85+	16	19.5%	3	5.1%	19	13.5%
Total	**82**	**100.0%**	**59**	**100.0%**	**141**	**100.0%**

Source: Annual Report of CORE data, Sutton, June 2009

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[38] We have classified people in this age group as counting as older people. CORE data is not broken down by individual age, instead using the age groups given in the table.

> ### *Housing circumstances*
>
> *Older people in Sutton are more likely to live in a flat than a house as they age. The vast majority lives in general needs housing but the proportion decreases with age. It is estimated 1,940 older people are living in a type of specialist accommodation in Sutton. Three-quarters are owner-occupiers, and over half own outright. Analysis of tenure shows a trend away from owner-occupation and into the social rented sector among older age groups; a third of older Housing Register applicants are over 75. Overcrowding within the older population is minimal while under-occupation is high among owner-occupiers.*

Support needs

2.33 Most of the information relating to housing-related support needs has been gathered from the survey of older people and is discussed in Chapter 7. As described in Chapter 1, the main source of funding for housing-related support is Supporting People (SP) grant. As the Council does not centrally collect information on SP clients, we have used instead a 10% sample of client outcome returns for floating support and sheltered housing clients. Details of 167 clients are on the database, of whom 132 are older people, and covers factors such as age, disability, gender, economic status, and ethnic origin. It can therefore be extrapolated that approximately 1,320 older people receive SP funded floating support or sheltered housing in Sutton. The data presented here refers only to older people (aged 55 years and over), and outlines the disability or support needs for receiving support.

2.34 Table 2.21 illustrates that the highest demand for Supporting People services used by older people covered in the database comes from those over 65 years old; 86.4% of Supporting People provision for older people was received by those aged 65 or over.

Table 2.21 Supporting People older clients: age groups		
	Number	*Percentage*
55-64	18	13.7%
65-74	45	34.1%
75-84	40	30.3%
85+	29	22.0%
Total	**132**	**100.0%**

Source: LB Sutton SP client outcome returns database, 4th quarter 2008.
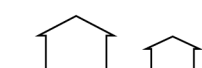
2.35   Table 2.22 shows that almost half of clients on the SP database were recorded as having a disability. Of those with a disability, 42.9% were aged 65-74, the age group with the largest number of SP clients.

Table 2.22 Supporting People older clients with a disability: age group		
	Number	*Percentage*
55-59	1	1.6%
60-64	6	9.5%
65-74	27	42.9%
75-84	20	31.7%
85+	9	14.3%
Total	**63**	**100.0%**

Source: LB Sutton SP client outcome returns database, 4ᵗʰ quarter 2008.

2.36   Looking at ethnicity, Table 2.23 shows that 85.3% of those in the sample were White, with White Other being the second largest group at 7%. The total figure for White groups (92.3%) is very similar to the overall older people ethnic profile of Sutton, given in Table 2.4, where 91.7% are White.[39] The ethnic profile of other groups in the SP dataset is broadly similar to those in Table 2.4: 1.6% of those using SP services were Black, compared to 2.1% of the general older person population; and 2.3% were Asian, compared to 3.1% overall.

Table 2.23 Supporting People older clients: ethnicity													
Age group	*White*		*White Other*		*Mixed Race*		*Asian*		*Black*		*Other*		*Not known*	
	No.	*%*	*No.*	*%*	*No.*	*%*	*No.*	*%*	*No.*	*%*	*No.*	*%*	*No.*	*%*
55-59	5	5%	0	0%	0	0%	1	33%	1	50%	0	0%	0	0%
60-64	8	7%	3	33%	0	0%	0	0%	0	0%	0	0%	0	0%
65-74	36	33%	4	44%	1	33%	1	33%	1	50%	1	100%	4	100%
75-84	33	30%	2	22%	2	66%	0	0%	0	0%	0	0%	0	0%
85+	28	26	0	0%	0	0%	1	33%	0	0%	0	0%	0	0%
Total	**110**	**85.3%**	**9**	**7.0%**	**3**	**2.3%**	**3**	**2.3%**	**2**	**1.6%**	**1**	**0.8%**	**4**	**0.8%**

Source: LB Sutton SP client outcome returns database, 4ᵗʰ quarter 2008.

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[39] NB: The GLA data on ethnicity does not include a White Other category, just a single White ethnic group.

2.37   Table 2.24 shows that of those accessing the SP services the main reason given was mobility problems, which represents 48.8% of those sampled. Those most affected by mobility issues were those aged 75 and over (75%). Secondary to mobility issues were hearing issues of which 19.5% of the sample listed this as a reason to access SP services. Again, these needs increase with age. Across the board, for all types of disability it is clear that needs increase with age, and if service provision is to meet the expected increase of older people in the population, SP services need to anticipate delivery to a much older section of the local population. Special attention would need to be paid to mobility and hearing issues which comprise 68.3% of all disabilities for the sample. Mental health also rates highly in terms of the type of service received (Table 2.25), in effect representing the prevalence of dementia and stroke related degenerative conditions.

Table 2.24 Supporting People older clients: disability type									
Age group	Mobility		Visual		Hearing		Chronic illness		Mental health	
	No.	%	No.	%	No.	%	No.	%	No.	%
55-59	0	0%	0	0%	0	0%	0	0%	3	23%
60-64	3	8%	0	0%	1	6%	0	0%	3	23%
65-74	7	18%	1	13%	2	13%	5	100%	3	23%
75-84	15	38%	2	25%	6	38%	0	0%	4	31%
85+	15	38%	5	63%	7	44%	0	0%	0	0%
Total	**40**	**48.8%**	**8**	**9.7%**	**16**	**20%**	**5**	**6.1%**	**13**	**15.6%**

Source: LB Sutton SP client outcome returns database, 4th quarter 2008.

2.38   In terms of the type of services received through SP, very few older people in the database receive floating support services. The vast majority – 75.9% - are in sheltered housing accommodation with a 'warden' service. This is, however, likely to change given the trend towards providing mobile rather than onsite support, allowing clients flexibility about whether they use and pay for the support. The predominance of accommodation-based support among SP clients may be because older people with mobility problems make up almost half of those receiving SP services, and so have needs which are more easily met through a move to specialist accommodation.

	Table 2.25 Supporting People: service type											
Age group	Sheltered housing with warden		Supported housing		Very sheltered housing		Adult placement		Floating Support		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
55-59	1	1%	4	31%	0	-	2	67%	0	-	11	5%
60-64	8	7%	3	23%	0	-	0	-	0	-	14	8%
65-74	40	36%	3	23%	1	20%	1	33%	0	-	48	34%
75-84	36	33%	1	8%	2	40%	0	-	1	100%	41	30%
85+	25	23%	2	15%	2	40%	0	-	0	-	31	22%
Total	110	75.9%	13	9.0%	5	3.4%	3	2.1%	1	0.7%	145	100.0%

NB: Very sheltered is the equivalent of extra care sheltered housing

Source: LB Sutton SP client outcome returns database, 4th quarter 2008.

Support needs

Current services provided through Supporting People are predominantly reaching those who are over the age of 65, with sheltered housing being the main service with relatively few receiving floating support. This may be because older people with mobility problems make up almost half of those receiving SP services, and therefore have needs which are more easily met through a move to specialist accommodation.

Older people services in Sutton

Housing and support services for older people

2.39   Housing-related support for older people is primarily funded through the Government's Supporting People (SP) programme. SP aims to promote independent living and prevent vulnerable people becoming homeless. It does this by providing housing support to vulnerable people to help them find and maintain an independent home. The type of support offered varies, from developing basic household skills and managing finances, to help accessing health and other services. Approximately 2,500 people receive Supporting People services in Sutton, of which it is estimated 80% are older people.[40]

2.40   In Sutton, services currently funded through SP used by older people include:[41]

- Sheltered housing: in November 2009, 25 local authority schemes with 549 units and 14 RSL schemes with 414 units, where a warden or alarm support service is available to residents
- Extra care sheltered housing: in November 2009, two local authority schemes with 64 units and two RSL schemes with 95 units with additional care and support provided where necessary
- Floating support (three services) providing housing support to enable up to 145 older people in 2009/10 to continue living in their own homes
- Handyperson service (provided by Staying Put and Age Concern), offering grants for older people on low incomes to fund maintenance and repairs to private sector accommodation. 1,514 older households received the service in the past year. From 2010, Staying Put will continue to undertake major adaptations but will not be funded for handyperson work.
- Safecall Community Alarm service and Telecare where sensors in the home detect fire, floods, gas leaks or falls (1,740 users in October 2009)

2.41   Additionally there is an equity release scheme in the borough, not funded through SP, which received 45 enquiries and three households made use of it in 2009/10.

2.42   Also outside SP, there are in the borough 12 retirement housing schemes comprising approximately 300 units which are privately funded. All except one scheme are owner-occupied. There are also 26 residential care homes, with 800 units, but these do not receive Supporting People funding.

2.43   The location of the sheltered and extra care sheltered housing schemes is shown in Figure 2.9. Most areas contain a degree of provision although there are concentrations around Sutton town centre, Sutton South and Wallington South. Non-SP funded, private schemes are mainly in the southern areas of the borough.

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[40] LB Sutton client outcome returns database for sheltered housing and floating support, 4th quarter 2008.

[41] Supporting People Services information as of 31st March 2009

Figure 2.9 Location of sheltered and extra care sheltered housing schemes in Sutton
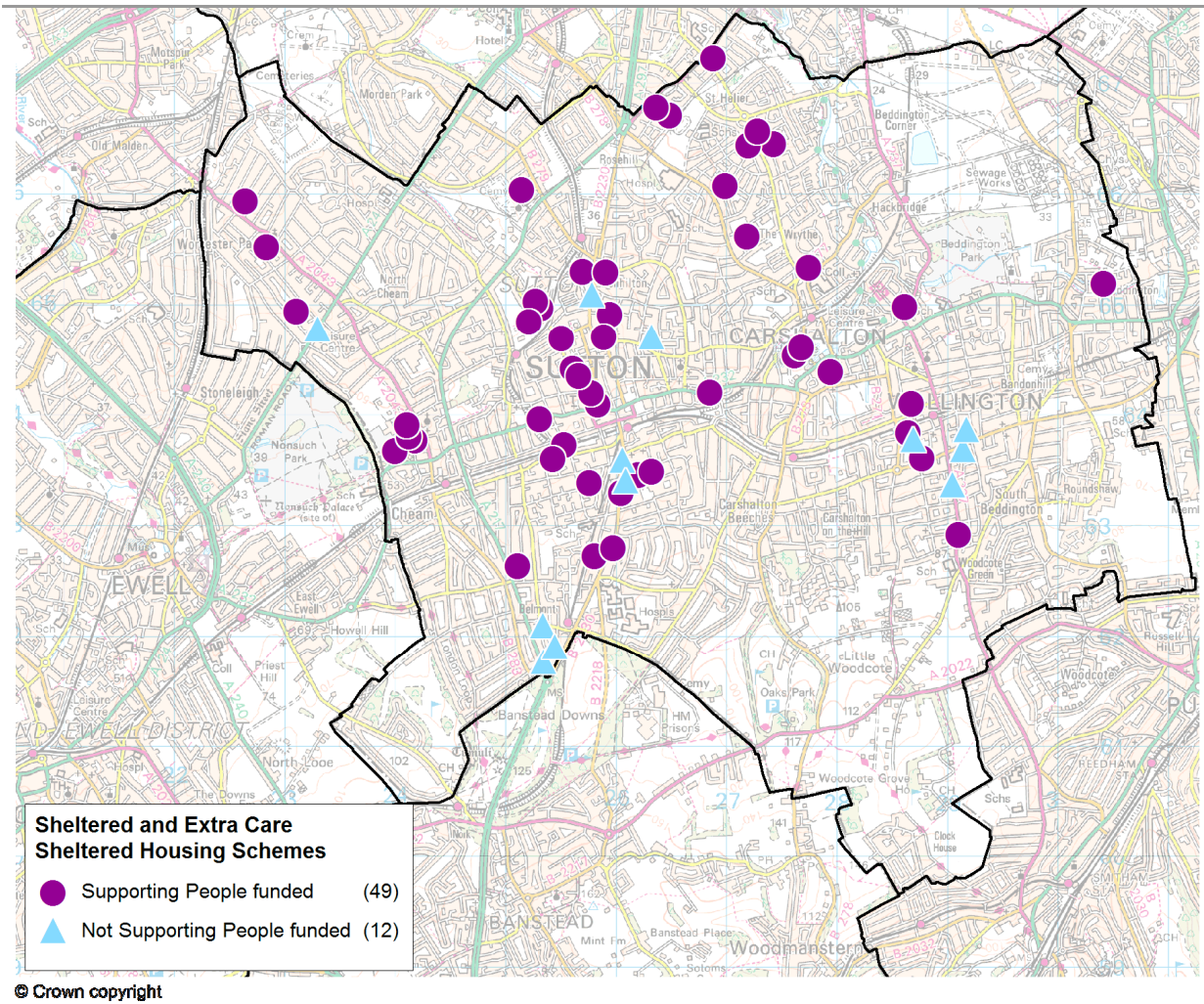
Source: data from LB Sutton Housing Department

2.44   As explained above, the national policy emphasis on independent living has seen a shift in maximising opportunities for people to continue living in their own home and reduce the number of people who need to move home in order to receive support. Measures include providing adaptations to existing homes and offering floating support services, particularly for owner-occupiers.

2.45   There are 20 categories of people who can access help from the SP programme. The largest client group in Sutton is Older People with Support Needs, making up 68% of the total SP client population, who mainly live in sheltered accommodation,[42] but receiving 20% of the total funding.[43] This suggests that the type of support they receive is less cost-intensive than for other client groups.

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[42] LB Sutton *Supporting People Annual Review* 2007/08

[43] LB Sutton, *Sutton's Support People Five Year Strategy*, 2005-2010.

2.46   The current Supporting People Strategy[44] outlines several gaps in service provision, including the need for increased extra care provision for older people, additional housing support for older people living in the community (including owner-occupiers), and increased floating support to prevent homelessness. These gaps have been addressed through the recent work of Sutton SP and are outlined in the SP Annual Plan 2008/9, which is currently being updated. They include: the launch of a borough-wide tenancy support service replacing smaller floating support contracts; increased involvement of service users in consultation panels; the delivery of new pilot service initiatives which address a wider range of needs of older people in Sutton such as alcohol misuse for older people (clients are now referred to In Touch generic tenancy sustainment service); a handyperson service delivered through the Staying Put service (although there is no specific funding for this in 2010/11, it is expected to become a self-sustaining social enterprise with initial set-up funding from the Council; and the introduction of the CLG national outcome monitoring framework (which for sheltered housing residents is an annual 10% sample), alongside conducting 13 full service reviews.

2.47   There are currently plans to increase the amount of older person housing in Sutton. Elizabeth House in Cheam, an existing Council sheltered scheme, is to be refurbished to create approx 120 units for older people and demolish the existing 90 units. The Council also plans to convert a nursing home into 40 units of extra care and a 40 unit care home with nursing for older people with dementia on the Franklin House site in Wallington. The anticipated start on site date is 2010 although both schemes await planning permission and funding confirmation.

Research into older people's housing needs

2.48   In 2007, a toolkit for London boroughs to estimate the need for specialist accommodation units was produced jointly by the Greater London Authority, the Homes and Community Agency, (formerly the Housing Corporation) and the London Housing Federation. *Building for All*[45] contains a model which estimates the requirements for each Supporting People client group, based on pan-London assumptions on need levels and locally supplied data. It therefore provides an indication of where shortfalls in current provision arise.

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[44] Ibid.

[45] *Building for All,* National Housing Federation and Housing Corporation, 2007

2.49   For Sutton, the toolkit estimates in 2009 that an additional 555 accommodation units are needed for Older People with Support Needs, 59 for Frail Elderly and 47 for Older People with Dementia or Mental Health Issues. However, it is suggested that all of this need can be met through the 'repurposing' of surplus units used for other client groups, (i.e. changing the use and facilities of units to meet the needs of other client groups). This means that there is an additional requirement of 60 units for Older People with Dementia, 13 for Frail Elderly and no net additional requirement for Older People with Support Needs. The conclusion then is that there is only a small additional requirement for SP funded older person housing in the borough. These figures are based upon calculations using the toolkit model, (see Figure 2.10) which in turn are based upon the weighting of seven key population and service characteristics. The toolkit is, however, based on a number of assumptions that are in turn based more on aspirations for service provision rather than reality. For example, in many boroughs the length of time people stay in some supported units may be longer than the toolkit assumes, so the number of units available for repurposing is significantly fewer. Also the toolkit does not provide breakdowns of the type of units required.

Figure 2.10 *Building for All* toolkit model
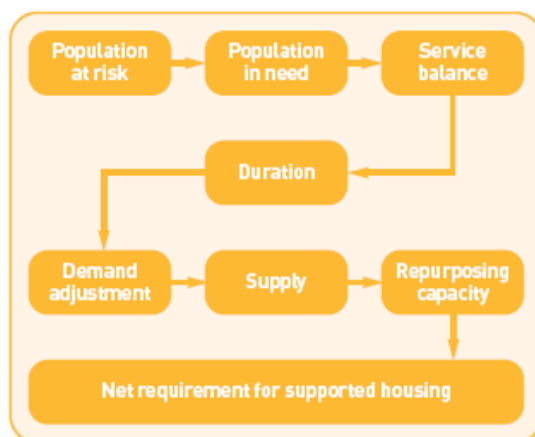
Source: *Building for All* London Housing Federation 2007

2.50   A separate study into older people's needs for health and social care services in Sutton, *Shaping up for Health and Wellbeing,* has recently been published.[46] The objectives of the research involved establishing how many older people will require care services in the future and how these services can meet the needs of the older person population of Sutton. The report found that future population growth among older people is likely to create greater demand for health and social care services, and that preventative interventions will be required to reduce the impact of an ageing population. This includes promoting independent living, health and wellbeing in the whole population. One outcome will be fewer people needing to live permanently in care homes, with more support taking place in existing homes through a community-based approach, which will also encourage inclusion of older people who may otherwise feel isolated.

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[46] *Shaping Up for Health and Wellbeing The older people's needs assessment,* Steve Griffiths, LB Sutton, 2009.

> ***Older people services in Sutton***
>
> *There are 1,121 units of sheltered housing and 173 of extra care sheltered housing, funded through Supporting People, with numbers set to increase in the next few years. Supporting People also funds three floating support services, a home improvements service and a community alarm system. In the private sector there are approximately 300 retirement homes and 800 units of residential care housing. A recent toolkit for estimating the requirement for SP services in London boroughs suggests that there is only a small additional requirement for older person housing in Sutton, although research into older people's needs found that future growth in older people will likely create greater demand for health and social care services.*

Summary

2.51   The secondary data analysis underlines that planning housing and support services for older people will be of critical importance given the projected increase in the population. The main findings are:

Demographic characteristics

- The number of older people in Sutton is expected to grow by 41% by 2030 when they will comprise 30% of the population. The proportion will be slightly higher in Sutton than the average anticipated for outer London boroughs.

- Ethnically Sutton's older population is predominantly white (92%), however, this figure is set to fall to 85% by 2030 whereby BME groups will increase to make up a larger percentage of the Sutton older person population.

Location of older people

- Older people generally live in the wealthier south and west of the borough, especially Cheam and Wallington South, a ward where older people make up the majority of households. Although making up a small proportion of the overall population, there are also significant numbers of older people in more deprived areas, such as St Helier, Sutton town centre and Beddington South, and who are more likely to be in receipt of benefits.

Financial characteristics

- The gross median income of retired, older person households is £13,250, a little under half the Sutton average. While older people have lower incomes they conversely have high levels of equity, since they are more likely to be home owners and to have paid off their mortgage. Overcrowding is not a major issue but there are high levels of under-occupation outside the social rented sector.

Housing circumstances

- The majority of older people are owner-occupiers: 75% own their home (55% without a mortgage), 19% rent in the social sector and 6% rent in the private sector. There is variance with age showing a trend away from owner-occupation and into the social rented sector (which include most specialist accommodation schemes) after the age of 75.

- There is a trend away from owner-occupation and into specialist, social rented housing among the older age groups, with almost 2,000 estimated to live in this type of housing. Overcrowding is very low while under-occupation is high among owner-occupiers

Support needs

- Among Supporting People clients, the main reason for moving into sheltered housing is due to mobility problems. The vast majority of older people who received Supporting People services are in specialist housing; very few receive floating support.

Older people services in Sutton

- There are currently 963 sheltered housing units and 159 extra care units funded by Supporting People in Sutton. Additionally there are 300 private retirement homes and 800 residential care units in the borough.

Section B: Stakeholder consultation

Section B (Chapter 3) contains the summary of a focus group which took place with stakeholders involved in older people services in Sutton.

3. Stakeholder consultation

Introduction

3.1   Consultation involving a range of stakeholders was conducted to provide in-depth qualitative information about the accommodation and support needs of older people in Sutton. The aim was to obtain an overall insight into the housing circumstances of older people in the borough, and an understanding into the local issues specific to Sutton. This was achieved through qualitative research, based upon participants' views and opinions developed through working with the client group. Such research is often produced with an absence of statistical data; however, it is still a representative and a valid method for researching the motivations and experiences of older people and those stakeholders working alongside them.

3.2   Themes covered in the interviews included: the population profile of the client group, their housing-related support needs, and the ability of existing services to meet these needs. This chapter presents a brief summary of the consultation and highlights the main themes that were raised.

3.3   Stakeholders who were unable to attend the focus group were asked to contribute by commenting on notes taken at the focus group or through in-depth telephone interviews. Representatives from the following organisations and Council departments participated in the consultation.

Table 3.1 Consultation organisations
Anchor Trust
Age Concern
Croydon Churches Housing Association
Housing 21
Moat Homes
Nonsuch Abbeyfield
Sutton Centre for Independent Learning & Living (SCILL)
Sutton Association for the Blind
Sutton Hearing Support Group
Sutton Housing Partnership
Sutton Housing Society
Sutton Race Equality Council
Sutton Seniors Forum
Sutton Council:
- Housing Centre
- Housing Strategy and Performance
- Older People Commissioning
- Adult and Older People Services
- Supporting People
- Staying Put

Housing requirements of older people

Meeting older people's support needs

3.4   A strong theme that emerged from the focus group was the difficulty in establishing the likely number of older people who would be requiring sheltered accommodation in the future. While it was thought that there was a strong preference among older owner-occupiers to stay in their own home there was some doubt over how well this reflected an older person's ability to stay in their own home. For example, some stakeholders thought it was common for older owner-occupiers to put their preference for staying in their own home ahead of their physical needs, which could result in requiring to move to sheltered accommodation only after a crisis (e.g. a fall). How frequently these situations occurred was not known.

3.5 Numerous examples of why this behaviour occurs were given. It was suggested that older people were often proud and did not feel comfortable approaching the Council for help. Concerns were also raised as to the general understanding of what services are available. It was suggested anecdotally that older people think they will be obliged to move into a home if they approach the Council for housing-related support. Often older people were reluctant to disrupt the sense of community they had built up over several decades, which a move out of their neighbourhood and into specialist accommodation could entail.

3.6 The pattern of commissioning services for older people is likely to change in Sutton to reflect this preference. The more recent policy emphasis is on providing support to people in their own homes via ongoing floating support services, telecare, and short term homecare support. Feedback received by stakeholders from older people services suggests this is overwhelmingly what they would prefer; the psychological attachment to their home and neighbourhood should not be underestimated.

Sheltered and residential accommodation

3.7 When discussing current specialist accommodation available to older people in Sutton, several comments were raised about the quality of existing sheltered housing schemes. Local research conducted by Sutton Seniors Forum reported that older people were often dissatisfied with the standard of both new build properties and older schemes: in these cases although the older person may feel that they should move to a scheme with support services, they would prefer to remain in their own homes due to the quality of the buildings.

3.8 In terms of specialist housing, the borough was thought to be fairly typical of other areas, with some stakeholders suggesting that there was outdated bed-sit accommodation that was hard to let. Sutton was also viewed as typical in terms of the location of services. As a stakeholder from Supporting People pointed out, it follows the 'inverse care law' where resources are of lesser quality in the most deprived areas. Also less was generally known about the needs of older people in the more deprived parts of the borough, partly as they were thought less likely to access services. It has consequently been suggested by the recent research from Sutton Seniors Forum that a neighbourhood focus to service development could be implemented in Sutton which would benefit less affluent areas.

3.9 The uneven distribution also meant that certain more affluent wards in the south of the borough had very little older person-specific social housing (see Figure 2.9). This meant that residents here who wanted a move into rented sheltered housing would often have to move to a different part of the borough and away from their community networks. Some participants also suggested that some sheltered schemes could be relatively isolated from services and needed to be located to local amenities. Colleagues in Adult Social Services pointed towards an apparent anomaly, in that the large Clockhouse estate is frequently overlooked as it is located on the boundary with Croydon which meant that many of its residents used the neighbouring borough's care services.

3.10   Stakeholders who managed sheltered schemes reported that they were finding they were increasingly required to meet the needs of individuals with complex needs, and some felt that staff were not always sufficiently trained to do so. It was commented that there was an increased number of individuals, in particular men, who were coming through with alcohol and drug abuse problems. Although their numbers are small, the perception was that their demands on the services and staff are large.

3.11   A debate as to whether separate or integrated care schemes should be provided followed, but no consensus was reached. In some instances it was felt that a concentration of individuals with complex needs would not be beneficial to those individuals. However, an integrated model may concentrate too many of its resources on individuals with complex needs, and not enough on those who are frail older people and in need on lower levels of care.

Future models of older people housing

3.12   In terms of where housing for older people should be, location was seen as a critical issue for older people, especially for accessing transport and local facilities, and staying close to community networks. The distribution does not currently always allow people to stay in the preferred location. For example, Sutton contributed with four other London boroughs to a BME specialist sheltered scheme in Merton. While it was hoped this would meet a local need, it was reported that few BME clients wanted to move away from Sutton and that consequently the scheme had a low take-up. One stakeholder suggested the reason for this was that staying in the local environment was preferred to the benefits that the specialist accommodation could offer. If so, it may therefore be beneficial to locate future housing for specific minority groups in more central locations within Sutton which are served by good transport links and have local access to health care and local facilities.

3.13   Some stakeholders in the voluntary sector felt that there was a need for larger sheltered accommodation units to house couples who slept separately, individuals with carers and for those who needed a spare room to assist with caring for family members (e.g. grandchildren). However, Council officers reported that there is no significant demand for two bed units amongst older people. These are only occasionally let to those who would ordinarily need a one bed flat. Generally it was thought that there were a sufficient number of one bed sheltered units, and that if clients were flexible over location, they could generally be re-housed quickly.

3.14   It was felt that some sheltered units are easier to let than others, with bedsits and studios with shared facilities the hardest to let, as opposed to self-contained one-bed flats. In terms of location, it was difficult to state whether this was a factor in sheltered housing's popularity. The Council operates a choice-based letting system, so applicants bid partly on the basis of location – there are very few refusals based on this reason. As well as location and unit size, the popularity of sheltered housing was thought to be affected by the availability of communal areas and activities, and word of mouth (i.e. whether the applicant knew someone who had moved there).

3.15   Several stakeholders raised an issue over the design of the majority of current sheltered stock, and said they thought it was not suitable for those with mobility problems. There are few sheltered units that are wheelchair accessible or have adaptations for people with physical disabilities, and some schemes were described as not at all suitable. It was therefore argued by one stakeholder in the voluntary sector, referring to the housing market generally, that by improving accessibility for people with limited mobility (e.g. installing level access showers) there would be benefits across the stock as it would prolong the length of time residents could stay there without having to move to a new unit if their mobility decreases.

3.16   The overall impression is that there is no great shortage of units: for example, if someone is applying for an extra care sheltered housing unit and they are prepared to be flexible, then the wait is not long. However, for popular and newer schemes (such as Belsize Court in central Sutton) the waiting time can be up to a year. It was felt that improved information would help to manage expectations about what is available and current waiting times.

Promoting Independent living

3.17   In order to meet the needs of older people who require support services but who have a strong preference to stay in their own home, Sutton Housing Partnership, which manages the Council's social housing, is piloting a 'Hub and Spoke' model. This will enable residents who do not live within the scheme to access some of the services that the scheme offers through a menu-led approach. It was too early to tell how successful the pilot scheme had been.

3.18   Stakeholders identified that many of the tenants who came through the Council's choice based lettings scheme were not in need of the support offered by sheltered accommodation. In many cases these were 'younger' older men, those in their fifties and early sixties, who were unable to gain the priority necessary to bid successfully for general needs social housing. The current allocations policy has, however, just been reviewed, which should result in a more detailed assessment of applicants for sheltered housing. At present the system considers all people over 60 on the Housing Register for sheltered housing. The Council, however, has occasionally housed disabled people under 60 in sheltered housing (the youngest being in the mid-30s), where it was assessed to be the best option.

> ### *Housing requirements of older people*
>
> *Stakeholders reported that it could be difficult to ensure that older people received appropriate housing-related support, whether through a lack of awareness of what help was available, or through under-estimating their own support needs. Recent policies to promote independent living were seen as beneficial at meeting older people's preferences to stay in their own home if possible, as was the personalisation of care for sheltered housing tenants. Some saw the current sheltered housing stock as outdated, with an over-supply of bedsits, and limited for older people with mobility issues.*

Awareness of housing options

Communicating with older people

3.19   An important element of encouraging older people to access housing-related support is communicating effectively with them. Age Concern reported that residents who initially approach them with low level domestic support needs are often subsequently identified as having a higher level of need, and so are assisted to apply for this provision through the Council. It was reported that residents often find this a complex process and need assistance. The Council is considering facilitating an integrated information service with partners locally.

3.20   A critical issue for older people was the availability of information on the range of support services available. Some stakeholders thought that information was often received too late or only when the situation has reached a crisis point when it was thought that older people can feel more pressured into making a quick decision. It was therefore argued that information needs to be provided at an earlier stage, although other stakeholders pointed out that many people ignore information that is not relevant to their current needs.

3.21   What should be the ideal form of communication was a strong theme throughout the discussion. Age Concern and SCILL had found that there was a strong preference for face-to-face communication among older people: a 'friendly chat' rather than a newsletter. Information was felt to be accepted more readily from a known contact that made regular visits, and this relationship also meant that residents were more comfortable reporting a need for support to known contacts. Leaflets were not seen as an appropriate means of communication as there was often too much information provided in similar formats in other facilities, such as GP surgeries. The most effective means of communication was often to hold drop-in centres which were held in conjunction with social events.

Publicising housing-related support

3.22   Stakeholders reported that information on available sheltered housing could be improved. The current brochure of options is quite old, although it is soon to be updated, and would benefit from explaining who the schemes are suitable for. Arranging visits to schemes would also help. They do currently take place, but in an informal, ad hoc manner, and often not until the applicant is at the top of the register and an offer is made. Earlier visits would reduce the number of offers which are refused.

3.23   One area where it was thought that more effective information provision was required was on downsizing and equity release for older owner-occupiers. A recent consultation with older people found a strong demand for information on help with planning future finances, although how representative the respondents were of the Sutton population was not clear. Despite the interest shown, very few attempts made across the country to facilitate equity release have been successful, characterised by a very low take-up, though some areas have tried setting up a council-run service that may be more trusted. Again, this was thought to relate to the emotional attachment of the current home and fears that it might need to be given up.

3.24   While in some cases a crisis pre-dated a move into specialist accommodation, stakeholders gave examples of where older people had registered themselves well in advance, seeing it as a safety net for when their current home became too difficult to manage. More help was thought to be needed with the process of moving, and this was a particular focus for those living in under-occupied social rented homes as there is pressure to recycle the stock for other families in need. To this end under-occupied households are given a high priority for re-housing, with dedicated officers able to offer practical support for moving, including paying for removals and, in some cases, offering a lump sum to help with relocation. This approach was seen as quite successful, partly as it offered older people individually tailored advice and support with the moving process, which was particularly valued. Outreach to under-occupying households will soon commence, rather than waiting for the household to approach the Council. The Council is also investigating how to assist with downsizing from the private sector into sheltered housing, and using the vacated property for a long-term rent to a family in need.

> *Awareness of housing options*
>
> *The benefits of providing early information on housing-related support were stressed, as were informal means of communication. These approaches may help promote equity release schemes, which so far have had a low take-up, but could help to ease the financial burden of support and care for older people. Early intervention by providing information to older people about their housing options was also recognised as an important way to distribute the housing stock more evenly.*

Older people from ethnic minorities

3.25   As noted in the previous chapter, there are large increases projected in the number of older people from ethnic minorities. Stakeholders reported that presently the ethnic minority older population was not large and that service take-up was low. As the population is relatively young, there is likely to be a growing demand for older person services in the long term, which needs to be sensitive to the growing ethnic and cultural diversity of the borough. The largest non-White ethnic group in Sutton is South Asian, established in the borough for several decades and steadily growing. A more recent arrival stakeholders were aware of included a Tamil community; while their numbers were thought to be increasing, stakeholders were unable to specify the size.

3.26   One approach has been to provide accommodation specifically for ethnic minority groups in a neighbouring borough. This was criticised by Sutton Racial Equality Council as misguided. It was argued that Minority Ethnic residents identified strongly with Sutton, with most having lived here for many years and in a mixed, multi-cultural environment, and would therefore be reluctant to move away to a mono-cultural housing scheme. It was felt that accommodation services for ethnic minority groups should be provided through the mainstream but be capable of reflecting cultural differences, e.g. with respect to Muslim gender needs or dietary requirements.

3.27 The importance of providing information in non-written forms was stressed for ethnic minority groups. While some Council departments regularly attend community group meetings to publicise services, most information from professional service providers is still provided in a written format. This overlooks how many ethnic minority communities rely on an oral tradition of communication, although literacy and language issues are also barriers. Word of mouth is the most powerful form of communication. The reliance on written information was thought to be a factor in the low take-up of services such as home adaptations. Consultation with stakeholders also revealed that some ethnic minority elders in the more deprived parts of Sutton were less familiar with negotiating local government bureaucracy, compared with other older people in these areas. Those originally from a culture where political involvement causes personal hardship can sometimes be reluctant to get involved. There have, however, been several local councillors drawn from the older Minority Ethnic population who have become active campaigners.

3.28 There are several ethnic minority social and support groups operating at the Euro Asian Centre in Sutton, which are popular with older members of the South Asian community. The Irish Community in Sutton has recently started a service for older Irish, and there is a bus service to centres in Merton for older West Indians. A large amount of support is also offered through faith communities, such as the Salvation Army. It was thought that these informal support networks are as active as formal service provision. This could be one reason for a lower take-up of formal services by ethnic minority groups. However, it was also linked to knowledge about available services (which tended to be low across all areas, not just for older people services) and the confidence to approach unfamiliar agencies. There is a preference to approach existing and trusted community networks for assistance across a range of issues. It is not always the case that family are more likely to provide support to ethnic minority elders, as often the family is not in the borough or indeed the country.

> ***Older people from ethnic minorities***
>
> *While take-up of services from ethnic minorities is currently low, this was expected to grow in line with increased population projections. It was felt that support services for ethnic minority groups should be provided through the mainstream but be capable of reflecting cultural differences. Their attachment to local areas should be considered when planning specialist accommodation.*

Joint-working and funding of services

3.29   Offering care and support to older people often involves co-ordinating information from varying sources such as social services, housing associations, charitable organisations and the local Primary Care Trust. There were areas that were highlighted as examples of good practice. However, stakeholders suggested areas which could be improved. For example, joint-working between the Council and sheltered housing scheme providers in the area was not thought to be reaching enough service providers. It was apparent that there were two separate groups that met formally: a strategic meeting held by the Council; and a Sutton Older Persons Housing Sub-group which was organised by a housing association. Both groups were set-up to meet the same objectives but information did not flow efficiently from one to the other, as this was done informally and in an ad-hoc manner.

3.30   Throughout the focus group discussion it was suggested that the lack of financial support within the voluntary sector for services assisting older people in the home was problematic. Organisations cited examples whereby they were left in a position in which funding did not cover the services they provided and other avenues had to be explored, including charging the user the full cost for services instead of providing them at a subsidised fee. A number of stakeholders referred to problems with funding. A frequent example among charitable organisations was funding for subsidised home assistance services, which was often consumed before the end of the financial year, meaning that service users of home assistance had to pay more due to price increases.

3.31   The problems involved in calculating future demand for certain support services made it difficult for some housing providers to bid for the correct amount of funding. In some instances housing providers were contributing financially to these services as the Supporting People funding that had been applied for had been exhausted.

3.32   While the general consensus was that there is no numerical shortage of accommodation for older people, this could change given the sharp decline in older person schemes built by the private sector due to the economic downturn. There had been several in Sutton over the past five years but these have effectively stopped since the economic downturn (e.g. a representative from Adult Social Services reported that a private 62-bedroom development scheme at Wallington for older people had stalled). While these tended to be for quite a different market than sheltered accommodation (with relatively low levels of support offered), they meet the needs of older people who wanted to downsize and could afford private accommodation built to relatively high design standards. It was expected that there would be a consequent rise in demand for all forms of social housing, although the full impact would not be discernable until next year.

3.33   The current economic environment was also thought likely to affect the support services that older people are capable of paying for, and their ability to stay in their own homes. The unprecedented reduction in interest rates means that those who rely on savings income will experience difficulties in the near future. The predicted effect and the extent of the effect are unknown. It was also reported that there was possibly a substantial private market for home adaptations (e.g. stair lifts), of which very little was known. The ability to purchase adaptations on the private market may be affected by the economic downturn and cause a rise in applications for occupational therapy assessments and disabled facilities grants.

> **Joint-working and funding of services**
>
> *Stakeholders suggested joint-working among service providers was effective, but could be improved through increased communication between different housing groups. Support services provided by voluntary groups were vulnerable to funding constraints, while the wider economic downturn was thought likely to affect adversely the private market for support services, and the number of new developments for older people.*

Summary

- A stakeholder focus group was held in March 2009 in order to gain in-depth qualitative information about the accommodation and support needs of older people in the area. Three key themes emerged from the focus group: the need for larger units, information gaps, and the importance of joint-working.

- The discussion indicated that while there was no overall shortage of specialist housing in Sutton, the stock could be improved in terms of location, design, accessibility and size.

- It was found that there are difficulties in ensuring older people received the appropriate levels of care due to a lack of awareness and information and their own under interpretations of their needs, therefore not always seeking support at an appropriate time.

- Some stakeholders referred to a need for two and three bed units of accommodation for older people. There were a number of situations where this need would apply, for instance where older couples slept in separate rooms, or simply for spare rooms for grandchildren or carers. There was still a requirement for one bed units, often in specialist schemes, e.g. for people living with dementia or men with alcohol misuse problems, but this was in addition to this need which was currently being met. However, other stakeholders pointed out that the waiting list for two-bed units was not significant.

- A number of information gaps were highlighted by stakeholders. In particular, the future specialist accommodation needs of older owner-occupiers were often under-estimated due to their preference to remain in their own homes. It was also noted that the majority of information and grants were aimed at those with a physical disability and there was a lack of information for those with a sensory disability, or both.

- Early intervention through an increase in information on available housing options was promoted; this could cover both care and financial preparation including equity release schemes.

- An important element that was mentioned throughout the focus group was the need for service providers, social services and health services to work together to meet the needs of older people. It was felt that there was room for improvement in this area of work.

- It was found that the take-up of services and support was proportionately lowest amongst ethnic communities, and it was suggested that support services should be delivered to ethnic minority older people through mainstream channels which have the flexibility to cater for cultural differences between groups.

- Closer consultation between planners, local authorities and older people was suggested to ensure that factors such as location and proximity to amenities were thoroughly addressed.

Section C: Primary data analysis

This section describes the findings from the older people survey. It starts by describing the methodology and sampling (Chapter 4), before providing assessments of need for specialist housing (Chapter 5), adaptations (Chapter 6) and housing-related support services (Chapter 7).

4. Methods and profile of respondents

Introduction

4.1   While secondary data can outline the extent of the older person population and provide background to the housing-related support needs that they have, primary research is required to understand the type of needs they require now and will require in the future. To this end, a postal survey of older people in Sutton was conducted, with the findings discussed in this section. It starts by describing the survey methodology, before looking at the characteristics of those who returned questionnaires and how they compare with older people in the borough as a whole. It then considers their housing-related support needs and the numbers requiring support services. Housing intentions are also analysed, leading to an estimate of the number who require specialist accommodation such as sheltered housing or extra care sheltered housing.

4.2   Responses from older people already living in specialist accommodation are described in Appendix 3, along with possible improvements to their situation. This appendix also includes analysis of respondents in each tenure group.

Methods

4.3   A questionnaire (see Appendix 4) was drawn up in consultation with the project steering group comprising Council officers from Adult Social Services and Housing; from Housing Strategy & Performance, Commissioning and Older and Disabled People Services The questionnaires were distributed in two ways. In the first place, 584 questionnaires were sent to households containing older people identified from the 2008 HNS who said at the time they were willing to be contacted about further research. The remainder were sent to sheltered housing schemes and to voluntary sector organisations that were prepared to distribute to older person residents and clients. In total 1,957 questionnaires were sent out in April and May 2009, with 534 completed forms returned, giving a response rate of 27.3%. A return of 534 responses from older person households from a population estimated at 17,680 in the 2008 HNS (see Table 2.3), gives an error margin of 2.4% at the 95% confidence level.[47] Error margins increase as the population is broken down into smaller groups, for example, it is between 9% and 10% for analysis at the level of the six local area committee sub-areas.

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[47]17,680 is the number of households only containing older people. An additional 6,166 households contained both older and non-older people. They are not included in the weighting or analysis as they tend to have different requirements meaning that their inclusion would skew the results and would produce an unfair representation of the older person population.

4.4   It is important to stress that the sample is not random. Such an approach would only be possible by drawing a random selection from a database containing the details of all older people in Sutton, which does not exist. Instead our approach has been designed to include as wide a range of older people as possible, including those in owner-occupation (who predominate in the HNS database), sheltered accommodation, and those receiving support and advice services from statutory and voluntary organisations. Residents living in sheltered accommodation are usually under-represented in housing need surveys due to low response rates. This was avoided in the older person survey by conducting pre-survey publicity at sheltered accommodation schemes and asking staff to distribute forms and collect them back once completed. As a result there is a higher proportion of sheltered accommodation residents, and therefore social rented tenants, than in the Housing Needs Survey (see Table 4.3 below).

4.5   Although the non-random sampling procedure used means that it is not appropriate to apply a weighting scheme to the dataset to enable a statistically accurate portrayal of these households within the population, a crude weight has been applied accounting for age group, location and tenure. Social survey responses never exactly match the estimated population totals. As a result it is necessary to 'rebalance' the data to correctly represent the population being analysed via 'weighting', a way of compensating for low response amongst certain groups. This means that where response rates were lower amongst certain groups of the population, the application of an appropriate weighting process significantly reduces any bias. The weighting process involves weighting each variable in turn and then repeating this sequence until the survey profile for all groups considered are in line with the secondary data estimates, see Appendix 2 for an explanation of the weighting process. This allows us to extrapolate findings from the sample to the wider population when assessing levels of need. However, as the sample is not random, the weighted figures should not be considered exact and should be treated with caution.

4.6   For some analyses it has not been possible to apply weighting to produce reliable figures. This particularly occurs when we consider the characteristics and needs of each tenure group (which are included in Appendix 3). So while it is possible to estimate how many private renters in Sutton require *any* housing-related support (as shown in Table 7.10), small sample sizes mean we cannot estimate how many require *particular* services. Consequently only survey data is given for this and other breakdowns for tenure groups, giving an indication of those most important changes needed, but not the overall numbers requiring each.

4.7   Throughout the report, figures are presented in terms of the number of households. This is because the survey was carried out at a household level, with respondents giving information about the other people in their home. In places in the need assessment, additional figures have been given equating the number of households to a number of people; this information is based on the number of people reported in the survey to be in each household.

Sample profile

4.8   We start by looking at the characteristics of older people who returned questionnaires, by considering the three variables which are used as the basis for weighting: age group, tenure and location. These variables were used due to the availability of reliable secondary data from which to produce the weight, and because they are possible sources of bias in the sample; for example one age group may be more likely to respond than another.

4.9   We also consider ethnicity within the sample and health conditions, although these were not used in the weighting. For each variable, we compare the sample profile with secondary data on the overall older people population in Sutton to provide context for the findings.

Age group

4.10   Table 4.1 shows overall ages of survey respondent households. The 534 households who responded to the survey accounted for a total of 807 people. The average number of occupants per household was 1.5 per household,[48] which is typical of a sample of older respondents, as older people are significantly more likely to live alone or with only one other person. The largest age group represented was those aged 65-75, who made up almost a third (32.5%) of the sample. The 55 to 64 group accounts for 26.9% and the 75 to 84 group makes up 23.1%. Only 8.3% (67) of people in the households surveyed were 85 or over. Some older people who responded to the questionnaire were living with someone under 55 – 9.3% of the total.

Table 4.1 Age of people in households surveyed		
Age Group	*Number*	*Percentage*
Under 55	75	9.3%
55 to 64	217	26.9%
65 to 74	262	32.5%
75 to 84	186	23.1%
Over 85	67	8.3%
Total	**807**	**100.0%**

Source: Sutton Older People Housing Needs Survey (OPHNS) 2009

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[48] The average excludes those living in communal establishments as there were inconsistent interpretations of a 'household' by these participants; some responded by including all those living in the establishment as counting in the household.
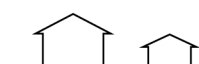
4.11 Looking only at household heads – all of whom were 55 or over – Table 4.2 compares age groupings to the entire older people population in Sutton, taken from ONS mid-2007 population estimates. Our sample contains a higher proportion of people older than 75, and correspondingly less in the 55 to 64 group. This is to be expected given that sheltered housing residents, who are typically older, were targeted in the survey methodology in which questionnaires were sent to sheltered housing schemes and distributed to residents on behalf of the Council. This resulted in a higher proportion of those over the age of 75 and a lower proportion of those between the ages of 55-64 due to average age of residents in sheltered housing schemes being over 75. The weighting process makes adjustments for this.

Table 4.2 Age of household head				
Age Group	Survey sample		ONS 2007 population estimates	
	Number	Percentage	Number	Percentage
55 to 64	139	26.0%	19,100	42.5%
65 to 74	185	34.6%	12,600	28.1%
75 to 84	151	28.3%	9,400	20.9%
85+	59	11.0%	3,800	8.5%
Total	**534**	**100.0%**	**44,900**	**100.0%**

Sources: Sutton OPHNS 2009; ONS 2007 mid-year population estimates

Tenure

4.12 Table 4.3 shows the tenure of survey respondents, compared to the overall household population profile taken from the 2008 HNS. It shows that the proportion of owner-occupiers with a mortgage in the sample is very close to that of the total population (17.8% compared to 19.5%), as is the proportion privately renting (7.6% compared to 6.3%). The main difference in the sample is the disproportionately large amount of respondents in the social rented sector – 29.2% compared to 19% – and the notably lower representation of owner-occupiers without a mortgage. Again, the former is to be expected as sheltered accommodation residents (in the social rented sector) were over-sampled for in this survey, and are typically under-represented in general surveys, as explained above.

Table 4.3 Tenure of survey respondents				
Tenure	*Survey sample*		*2008 HNS*	
	Number of respondents	*Percentage of respondents*	*Number of older people households*	*Percentage of older people households*
Owner-occupier (no mortgage)	242	45.3%	9,770	55.3%
Owner-occupier (with mortgage)	95	17.8%	3,446	19.5%
Social rented	156	29.2%	3,355	19.0%
General needs housing	*34*	*6.7%*	*N/A**	*N/A**
Specialist accommodation	*122*	*22.8%*	*N/A**	*N/A**
Private rented	41	7.6%	1,109	6.3%
Total	**534**	**100%**	**17,680**	**100%**

* The 2008 HNS does not weight for the numbers in supported housing therefore comparable percentages are not available.

Sources: Sutton OPHNS 2009; Sutton HNS 2008

4.13   Also used in the survey weighting procedure is location, based on the London borough of Sutton's six local committee areas. Table 4.4 shows that areas with the highest proportion of respondents are from the Sutton South, Cheam and Belmont area which totals to 23.4% of survey respondents. Second highest response rates come from Sutton (North, Central, West) with 20.6% and Beddington and Wallington with 19.1%. These figures are broadly representative of the general older people population with a good distribution throughout the borough's six sub-areas. As the table shows, however, three sub-areas have fewer than 100 responses. When viewing weighted data later in the report showing breakdowns within these areas, it should be noted that the small sample sizes reduce the level of reliability, and an error margin of 9% to 10% applies.

Table 4.4 Location of respondents by sub-area			
Area	*Number of respondents, 2009 OPHNS*	*% of respondents, 2009 OPHNS*	*% of older people households, 2008 HNS*
Beddington and Wallington	102	19.1%	23.4%
Carshalton & Clockhouse	57	10.7%	9.5%
Cheam North & Worcester Park	69	12.9%	16.5%
St Helier, The Wrythe & Wandle Valley	71	13.3%	16.4%
Sutton South, Cheam & Belmont	125	23.4%	17.4%
Sutton (North, Central or West)	110	20.6%	16.8%
Total	**534**	**100.0%**	**100.0%**

Sources: Sutton OPHNS 2009; Sutton HNS 2008

Ethnicity

4.14   As can be seen in Table 4.5, the vast majority of respondents (93.1%) were White British. The second largest ethnic group were White Irish and Asian-Other (both 1.7%). When White British and White Irish are combined, 94.8% of the population is classified as White. There is a slight over-representation of White respondents in our sample, when compared to the figure of 91.7% (based on GLA estimates, see Table 2.4). The largest of the ethnic minority groups was the Asian group of whom there was 1.7% present in the sample; other minority ethnicities were of a nominal percentage.

Table 4.5 Ethnicity of respondent		
Ethnicity	*Number of respondents, 2009 OPHNS*	*% of households, 2009 OPHNS*
White British	497	93.1%
White Irish	9	1.7%
Asian - Other	9	1.7%
Other White	3	0.6%
Asian - Indian	3	0.6%
Black - Caribbean	3	0.6%
Mixed - White/Black Caribbean	2	0.4%
Asian - Pakistani	2	0.4%
Other - Chinese	2	0.4%
Other	2	0.4%
Mixed - Other	1	0.2%
Black - African	1	0.2%
Total	**534**	**100%**

Source: Sutton OPHNS 2009

Health impairments or conditions

4.15   Figure 4.1 shows that the main health impairment condition respondents reported was arthritis, with 43.3%. This was by far the most common health issue reported, followed by hearing impairments, cited by 22.5%, of the population. As there is no equivalent secondary data relating to older people's health impairments, it is not possible to offer a comparison to the whole population.[49]

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[49] For example, while the 2001 Census contains information on limiting long-term illness, it is not a readily comparable term to health conditions, is not broken down by age, and is several years out of date.

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Figure 4.1 Respondents' health impairments or conditions
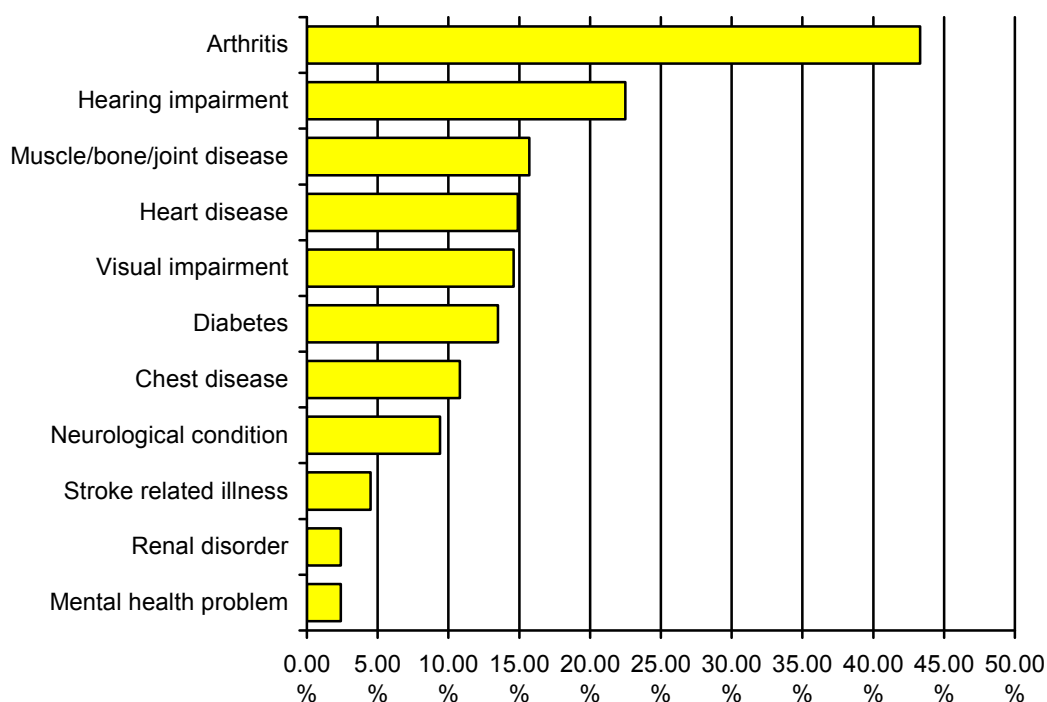
Source: Sutton OPHNS 2009

Summary

- A non-random survey took place of older people in Sutton, with questionnaires distributed to sheltered housing residents, service users and households who had previously responded to the 2008 HNS.

- In total 534 responses were received, giving a response rate of 27%.

- The sample was weighted by age group, tenure and location to adjust for the higher proportion of over 65s, social housing tenants and residents in the centre and south west of the borough found in the survey than in the general older person population.

- Estimates for the housing needs of all older people in Sutton can therefore be made, although for some analyses the number of responses is too small to do so reliably and where this is the case 'health warnings' are provided.

- Over 93% of respondents were White British.

- The main health condition reported was arthritis followed by hearing impairments.

5. Assessment of need for specialist accommodation

Introduction

5.1 The aim of this section is to establish how many older person households need or want to move home, and how many of these will present a need for specialist or supported accommodation. We use a model to assess the level of need, weighted to the entire older people household population in Sutton. The model is based on estimating the numbers of households who need or are likely to move due to age-related reasons, how many of these older people expect to require specialist accommodation to meet their needs, and those who need other forms of accommodation. We also look at preferences on where specialist accommodation should be located, as well as its type and affordability.

5.2 It should be noted that the model reflects respondents' self-perceptions of what accommodation meets their needs. The survey questionnaire is designed to distinguish between needs and preferences, and it is the responses on households' needs which are used in the assessment model. However, as needs are self-perceived, they are based on current knowledge of accommodation options. For example, perceptions of quality and supply may affect how people view their own need to move into specialist housing.

5.3 For the analysis in this and the next two chapters, we present the equivalent number and percentage of older person households across the borough (see 4.5 above). When discussing tenure, we break down those in the social rented housing between those in general needs and specialist accommodation. However, it has not been possible to weight reliably for the total numbers in specialist accommodation and so these figures should be treated with caution and may over-represent the actual total numbers in specialist accommodation.

5.4 This chapter starts by looking at the reasons older person households gave for needing to move, as the first step to assessing accommodation need. The results of the assessment are then presented, followed by a section detailing the characteristics of those in need of specialist accommodation.

Age-related reasons for moving

5.5 Only a small proportion of the sample said they needed or were likely to move in the next two years – 14.7%, equivalent to 2,605 older person households out of an estimated total of 17,680 older person only households in the borough (see Table 2.3). Most of the remainder of the sample, 69.5%, said they had no intention of moving.

5.6 Table 5.1 shows that owner-occupiers without mortgages were the most likely to want or need to move in the next two years: 48.8% of those needing or likely to move were in this tenure group, followed by 33.5% of social renters in general needs housing.

Table 5.1 Tenure of older person households needing or likely to move in the next two years		
Tenure	*Number of older person households*	*Percentage of older person households*
Owner-occupier (no mortgage)	1,272	48.8%
Owner-occupier (with mortgage)	126	4.8%
Social rented	993	38.1%
General needs housing	*873*	*33.5%*
Specialist accommodation	*120*	*4.6%*
Private rented	214	8.2%
Total	**2,605**	**100.0%**

Source: Sutton OPHNS 2009

5.7 Further investigation (see Table 5.2) showed that the group with the largest proportion saying they need or are likely to move were those in rented housing. An estimated 28.1% of all older person households in general needs social rented housing and 23.4% of those renting privately, needed or were likely to move in the next two years.

Table 5.2 Percentage of older person households needing or likely to move within each tenure		
Tenure	*Number of older person households*	*Percentage of older person households in tenure group*
Owner-occupier (no mortgage)	1,272	12.4%
Owner-occupier (w/ mortgage)	126	4.9%
Social rented	993	24.9%
General needs housing	*873*	*28.1%*
Specialist accommodation	*120*	*12.1%*
Private rented	214	23.4%
Total in tenure group	**2,605**	**14.7%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category, not the overall total

Source: Sutton OPHNS 2009

5.8 Of those needing or likely to move in the next two years, the main reason given was to prepare for future age-related support needs (e.g. move to a ground floor flat sooner rather than later when access to current home becomes a problem). Table 5.3 below shows that 22.6% gave this as a reason, with other key reasons including wanting to move closer to friends or family, or to a better environment.

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Table 5.3 Main reasons for needing or likely to move home		
Reason	*Number of households*	*Percentage of households*
Prepare for future age related issues	589	22.6%
Move closer to friends / family	548	21.0%
Home is too big	501	19.2%
Move to a better environment	455	17.5%
Move to cheaper accommodation	317	12.2%
Move to accommodation with a warden	252	9.7%
For medical reasons	146	5.6%
Unable to manage in current home	233	8.9%
Home is too small	123	4.7%
Access problems to the bathroom	138	5.3%
To live somewhere with a community alarm	107	4.1%
To receive a higher level of care	161	6.2%
To live independently	178	6.8%
For companionship and organised social events	167	6.4%

NB: respondents could give more than one answer so totals will not sum to the total number of households moving or to 100%

Source: Sutton OPHNS 2009

5.9   Many of these reasons given can be considered age-related, such as difficulty managing the home or access problems. These main age-related reasons are given in Table 5.4 below.

Table 5.4 Age-related reasons for needing or likely to move home		
Reason	*Number of households*	*Percentage of households*
Prepare for future age related issues	589	22.6%
Move to accommodation with a warden	252	9.7%
Unable to manage in current home	233	8.9%
Access problems to the bathroom	138	5.3%
To live somewhere with a community alarm	107	4.1%
To receive a higher level of care	161	6.2%
For companionship and organised social events	167	6.4%

NB: respondents could give more than one answer so totals will not sum to the total number of households moving or to 100%

Source: Sutton OPHNS 2009

5.10   Table 5.5 shows the adaptations that the 2,605 households said would improve their living circumstances. As with all older households (see Table 6.17 below), the main adaptation needed is a level access shower unit. It is not possible to state whether if the required adaptations are provided, the household would no longer need or be likely to move as other factors may have an effect.

Table 5.5 Adaptations required by moving households		
Adaptation	*Number of older person households*	*Percentage of older person households*
Level access shower unit	540	20.7%
Extra handrails	465	17.8%
Downstairs toilet	202	7.8%
Other mobility aid, e.g. ramp	202	7.8%
Alterations to kitchen	194	7.4%
Other alterations to bathroom/ toilet	168	6.4%
Lift/stair lift	109	4.2%
Improved car parking access	65	2.5%

NB: respondents could give more than one answer so totals will not sum to the total number of households moving or to 100%

Source: Sutton OPHNS 2009

5.11   Also considering the 2,605 older households moving, Table 5.6 shows the support services required. The main one required, by 11.3% of moving households, is a handyperson service. As with adaptations, it does not necessarily follow that if the required support service is provided they would no longer need or be likely to move home.

Table 5.6 Support services needed by moving households		
Housing-related support services	*Number*	*Percentage*
Handyperson service	295	11.3%
Community alarm	213	8.2%
Help to access other services	177	6.8%
Telecare service	126	4.8%
Equity release scheme	16	0.6%
Other care services	*Number*	*Percentage*
Homecare- help with managing at home	187	7.2%
Meals on wheels	118	4.5%
Vision and hearing service	78	3.0%
Homecare - help with personal care	12	0.5%

NB: respondents could give more than one answer so totals will not sum to the total number of households moving or to 100%

Source: Sutton OPHNS 2009

5.12 We now look at people who gave these reasons so excluding those who only mentioned other factors, such as affordability, lack of space and relationship breakdown. This gives an estimated total of ***624*** older person households (containing an estimated 820 people) who say they want or need to move due to age-related issues. Not all of these intend to stay in the borough. About 16%, or 98 older person households, expect to leave the borough, and so for the purpose of the need assessment can be excluded from the calculation, leaving ***526*** older person households.

> ### *Reasons for moving*
>
> Less than a fifth of older person households in the Borough need or are likely to move in the next two years and over two thirds have no intention of moving. Almost a quarter of general needs social renters and private renters need or are likely to move in the next two years. Many of the reasons given were age-related, such as anticipating future support needs, or having existing ones met. Of the 2,605 households needing or likely to move, 526 gave age-related reasons and expected to stay living in Sutton. This figure is carried over into the need assessment.

Need for older people's specialist housing

5.13 We present three assessments of need for specialist housing based on three different scenarios.

i. The first includes all older people in need and is based on their preferred type of accommodation, with no affordability test applied to who can accessing specialist housing

ii. The second excludes those with sufficient savings or equity to be able to afford specialist housing in the private sector. The reason for this second approach is that although some older people will be able to afford to purchase their own accommodation, they may choose not to or market conditions mean that there is none available which meets their specific needs, and the Council does not exclude them from the waiting list for social rented specialist housing.

iii. A third scenario is where it is assumed that all those in general needs social rented housing who need or are likely to move for whatever reason but who want to stay in general needs housing, in fact move to specialist social rented accommodation. This is designed to reflect how older people living in general needs social rented housing who need to move are typically offered a place in a specialist housing scheme. As with the second scenario, this scenario also assumes that an affordability test is applied to account for owner-occupiers who may be able to afford private sector specialist housing.

5.14 The aim of providing three scenarios is to reflect the degree of flexibility that exists in how the Council allocates its older person specialist housing.

Scenarios 1 and 2

5.15   The first step is to exclude those who need or are likely to move for reasons other than age-related ones. Of the 2,605 older households who need or are likely to move in the next two years, 1,981 do so for reasons other than age-related support issues. These 1,981 households are therefore excluded from the need assessments.

5.16   The following table shows the adaptations which these households say would improve their living circumstances, with a level access shower unit being the most popular, given by 217 households or 11.0%. However most of the households – 1,528 households or 77.0% – said they did not require any adaptations.

Table 5.7 Adaptations required by households moving for non age-related reasons		
Adaptation	*Number of older person households*	*Percentage of older person households*
Level access shower unit	217	11.0%
Extra Handrails	178	9.0%
Lift/stair lift	80	4.0%
Downstairs toilet	76	3.8%
Other alterations to bathroom/ toilet	56	2.8%
Other mobility aid, e.g. ramp	41	2.1%
Alterations to kitchen	22	1.1%
Improved car parking access	51	2.6%

NB: respondents could give more than one answer so totals will not sum to the total number of households moving or to 100%

Source: Sutton OPHNS 2009

5.17   Regarding support services for the 1,981 households, Table 5.8 shows which ones were required, with a handyperson service being the most popular, given by 134 households or 6.8%. Again, the vast majority – 82.7% - said the did not need any support service, which is not surprising given that they say they are moving for non-age related reasons.

Table 5.8 Support service needed by households moving for non age-related reasons		
Housing-related support services	*Number*	*Percentage*
Handyperson service	134	6.8%
Community alarm	93	4.7%
Help to access other services	45	2.2%
Telecare service	41	2.1%
Equity release scheme	0	-
Other care services	*Number*	*Percentage*
Vision and hearing service	35	1.8%
Homecare - help with managing at home	25	1.3%
Meals on wheels	19	1.0%
Homecare - help with personal care	0	-

NB: respondents could give more than one answer so totals will not sum to the total number of households moving or to 100%

Source: Sutton OPHNS 2009

5.18 The next step in assessing need is to exclude from the 624 households who need to move for age-related support reasons those expecting to leave the borough (98 households). Looking more closely at the remaining 526 older person households, 383 currently live in general needs accommodation, mainly owner-occupation, equivalent to 72.9%. The remainder, 143, live in specialist accommodation, suggesting that, in some cases, moving to these types of accommodation does not resolve all the age-related issues. (This was explored further in a focus group with specialist accommodation residents, see Chapter 8.) Consequently all *526* are included in the need assessment for suitable specialist accommodation.

5.19 At this point it could be argued that households with certain types of shortcomings in their housing could be removed from the calculation because these could be addressed without requiring a move to new accommodation; however, we have already excluded those households moving for reasons other than for age related issues. It should also be remembered that some older people who say they need to move do so because they may not be aware of housing-related support services available to enable them to continue living in their home, and so think that moving is the only option.

5.20 Of this group of 526 households, a large proportion of those living in general needs housing (48.3%, or 253 older person households) expected that they would be able to stay living in this type of accommodation, although not in their current home, and would not therefore require a move into specialist accommodation. Of these 253 households, 198 (78.2%) own their home outright, the remainder (55) are in social rented accommodation. For the purpose of these two scenarios, it is assumed that all 253 will stay in general needs housing. This leaves *273* households in need of specialist accommodation (526 minus 253).

5.21   The next step is to make an allowance for older people in need of specialist accommodation who will move to Sutton in the next two years. This is based on the number of older person households who meet the above criteria but who moved to Sutton in the past two years. It is assumed that this migration rate remains the same for the next two years. An additional *61* older households are expected to move to Sutton and require specialist housing.[50]

5.22   This gives an estimated *334* older person households (containing 397 people) who would present a need for a form of specialist accommodation. As regards to the type of specialist accommodation, from the survey the majority (65.7%) would prefer sheltered housing with a warden, 22.1% extra care sheltered housing and the remainder did not state which type they would prefer. However, the differences between types of specialist housing are not often well understood, particularly when they are relatively new terms, for example extra care sheltered housing. Awareness and popularity of different accommodation types was explored in the focus group discussions, see Chapter 9.

5.23   From the estimated 334 households who need specialist housing is subtracted the current supply of specialist housing units over the next two years. The current turnover of social rented older person housing stock is 93 units in the past year; assuming the rate continues for the next two years, this would generate *186* units. We also consider any additional units generated through construction or refurbishment. While two schemes are planned at Elizabeth House and Franklin House (see 2.47 above), they will not be completed within the next two years so are not included in the supply calculations.

5.24   The steps in reaching the figure of need are summarised in Table 5.9. The total need is the difference between the 334 households assessed as in need of specialist housing, and the 186 units that will be made available from turnover, leaving a requirement of *148* additional units over the next two years.

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[50] As this is based on information on their support needs, it is lower than the number on the Housing Register from outside the Borough (Table 2.18).

Table 5.9 Assessment of need for affordable older person specialist accommodation, (scenario 1: excluding affordability test) 2009/10 to 2010/11	
Need for specialist housing	
1) Older people needing or likely to move in the next two years	2,605
2) Minus proportion moving for reasons other than age-related support issues (1,981 households)	624
3) Minus proportion expecting to leave Sutton (98 households)	526
4) Minus those moving but expecting to be able to stay in general needs accommodation (253 households)	273
Sub-total: current number of households in need of specialist housing	273
5) Plus those expected to move to Sutton in next two years and be in need of specialist accommodation	61
Total older person households in need of affordable specialist accommodation in next two years	***334***
Supply of specialist housing	
6) Annual supply of social re-lets (net) (93 p.a.)	186
7) Planned new units of affordable specialist housing in next two years	0
Total supply of affordable specialist housing units in next two years	***186***
Balance of need and supply	
Total in need minus supply (334 – 186)	**148**

Source: Sutton OPHNS 2009

5.25 However, some of the 334 households will be able to pay for their own accommodation. The second assessment model is therefore based on a scenario where those who may be able to access accommodation in the private sector are excluded from the affordable specialist housing calculation. A market survey of older people housing in Sutton was conducted in September 2009, and found that the average price of a one-bedroom unit was £132,000 (there were not enough two bed units to include in the survey). 128 households of the 334 have a savings or equity of £150,000 or more (which would cover the cost of a one bedroom property and moving costs) so are excluded from the assessment. This leaves *206* households in need of affordable specialist housing.

5.26 The assessment is summarised in Table 5.10 below. Again, the overall need requirement is calculated by subtracting the supply figure (186 units) from the need (206 units). This produces a net need figure of 20 units over the next two years. This is based on the assumption that all those able to do so will choose to buy a home in the private sector. In reality, a proportion of the 128 with sufficient financial resources to access the private sector will do so, however, others may access specialist housing through the social rented sector and so the net need figure is a minimum position; depending on how many access social rented specialist housing, the net requirement will increase.

Table 5.10 Assessment of need for affordable older person specialist accommodation, (scenario 2: including affordability test) 2009/10 to 2010/11	
Need for specialist housing	
1) Older people needing or likely to move in the next two years	2,605
2) Minus proportion moving for reasons other than age-related support issues (1,981 households)	624
3) Minus proportion expecting to leave Sutton (98 households)	526
4) Minus those moving but expecting to be able to stay in general needs accommodation (253 households)	273
Sub-total: current number of households in need of specialist housing	*273*
5) Plus those expected to move to Sutton and be in need of specialist accommodation	61
Sub-total: need for specialist accommodation in next two years	*334*
6) Minus those who have savings or equity of £150,000 or more (128 households)	206
Total older person households in need of affordable specialist accommodation in next two years	***206***
Supply of specialist housing	
7) Annual supply of social re-lets (net) (93 p.a.)	186
8) Planned new units of affordable specialist housing in next two years	0
Total supply of affordable specialist housing units in next two years	***186***
Balance of need and supply	
Total in need minus supply (206 – 186)	**20**

Source: Sutton OPHNS 2009

Scenario 3

5.27 The third scenario assumes that older people who live in the social rented sector and who need to move will be offered specialist housing, and so transfer from general needs housing (Table 5.11). This means that all those who live in social rented housing at steps 2 and 4 are counting as contributing towards the total requirement for affordable specialist housing. The result is a net need of 445 affordable specialist housing units in the next two years.

Table 5.11 Assessment of need for affordable older person specialist accommodation, (scenario 3: social rent transfer) 2009/10 to 2010/11	
Need for specialist housing	
1) Older people needing or likely to move in the next two years	2,605
2) Minus non-social renters moving for reasons other than age-related support issues (1,611 households)	994
3) Minus proportion expecting to leave Sutton (98 households)	896
4) Minus non-social renters moving but expecting to be able to stay in general needs accommodation (198 households)	698
Sub-total: current number of households in need of specialist housing	*698*
5) Plus those expected to move to Sutton and be in need of specialist accommodation	61
Sub-total: need for specialist accommodation in next two years	*759*
6) Minus those who have savings or equity of £150,000 or more (128 households)	128
Total older person households in need of affordable specialist accommodation in next two years	***631***
Supply of specialist housing	
7) Annual supply of social re-lets (net) (93 p.a.)	186
8) Planned new units of affordable specialist housing in next two years	0
Total supply of affordable specialist housing units in next two years	***186***
Balance of need and supply	
Total in need minus supply (631 – 186)	**445**

Source: Sutton OPHNS 2009

Assessment of need for affordable specialist housing

Three scenarios are used to assess the need for older person specialist housing. The first assumes that specialist housing is allocated without regard to older people's financial capacity, and gives a need for 148 units over the next two years. If those who can afford market housing are excluded, the need can be met through the turnover of existing stock and there is a small requirement of 20 additional units. In reality, some of these households will access affordable specialist housing which reduces the surplus and produces a higher net requirement. Finally, if social renters who need to move are assumed to leave general needs housing, there is a need for an additional 445 affordable specialist housing units. The Council will therefore need to be flexible in how much specialist housing they provide depending on how units are allocated.

Characteristics of older person households in need of specialist housing

Location

5.28 The assessment models given above cannot account for older people's preferences. For example, stakeholders in Chapter 3 reported that while there were older people waiting for specific sheltered schemes, others had vacancies and were less popular with older people. Meeting older people's housing needs is not simply about providing the necessary numbers, but ensuring they are attractively designed and in suitable locations. Preferences can, of course, change and the reliability of survey responses regarding future intentions should be borne in mind.

5.29 Where then should specialist housing be located in Sutton? The estimated number of households in need of affordable specialist accommodation is too small to be broken down by sub-area, so instead we look at the location preferences of households with a need for all types of specialist accommodation: the 273 households (see step 4 of the need assessments above in scenarios 1 and 2).

5.30 Table 5.12 is based on the current and preferred location of these households, which are in turn based on the six local committee areas in the borough. Almost half (48.9%) of those in need of specialist accommodation currently live in Carshalton and Clockhouse, while the most popular preferred location is Beddington and Wallington (given by 31.3%) followed by Sutton South, Cheam and Belmont (24.0%).

	Table 5.12 Preferred location of of older person households in need of specialist accommodation			
Area	*Current location*		*Preferred location*	
	Number	*Percentage*	*Number*	*Percentage*
Beddington and Wallington	45	16.6%	85	31.3%
Carshalton & Clockhouse	133	48.9%	62	22.9%
Cheam North & Worcester Park	0	0.0%	0	0.0%
St Helier, The Wrythe & Wandle Valley	20	7.2%	0	0.0%
Sutton South, Cheam & Belmont	25	9.1%	65	24.0%
Sutton (Central, West or North)	50	18.1%	13	4.7%
No preference stated	0	0.0%	47	17.2%
Total	**273**	**100.0%**	**273**	**100.0%**

Source: Sutton OPHNS 2009

5.31   There are significant differences between where these older people households would like to live and where they currently live. The same table also shows that while almost half of those in need for specialist housing live in Carshalton and Clockhouse, far less (22.9%) would like to live there when they move. Similarly almost a fifth (18.1%) live in Sutton (Central, West or North), but only 4.7% have a preference for this location when they move. This indicates that the current concentration of sheltered housing schemes in central parts of Sutton does not meet older people's preferences for where they would like to live. The preference then is for some specialist accommodation to be located in the wealthier areas of the borough such as Beddington and Wallington and the Sutton South, Cheam and Belmont area. As stakeholders pointed out in Chapter 3, these are areas where there are currently fewer schemes (see also Figure 2.9).

Size, type and tenure

5.32   Regarding size, and again analysing the 273 households in accommodation need, Table 5.13 shows that almost half (48.3%) would like two bedrooms in their new home, the remainder wanting just one. The table also compares preferred size to current size. While 84.1% of those who currently have one bedroom would like their next home to have the same, only 36.5% of those with two-bedrooms would like to move to a smaller home. All of those with three bedrooms would like to move to a smaller, two bedroom property. This is significant and would appear to support stakeholders' views that specialist accommodation units should not be limited to one bedroom if they are to be seen as attractive options for older people. The table also shows expected accommodation size; almost two-thirds (63.7%) expect to move to a one bedroom property, although only half (51.6%) would prefer this size.

Table 5.13 Preferred and expected number of bedrooms of older person households in need of specialist accommodation						
Preferred number of bedrooms						
	1		*2*		*Total*	
Current bedrooms	*Number*	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
1	106	84.1%	20	15.9%	126	100.0%
2	35	36.5%	61	63.5%	96	100.0%
3	0	0.0%	51	100.0%	51	100.0%
Total	**141**	**51.6%**	**132**	**48.3%**	**273**	**100.0%**
Expected number of bedrooms						
	1		*2*		*Total*	
Current bedrooms	*Number*	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
1	10	87.3%	16	12.7%	126	100.0%
2	25	26.0%	71	74.0%	96	100.0%
3	39	76.5%	12	23.5%	51	100.0%
Total	**174**	**63.7%**	**99**	**36.3%**	**273**	**100.0%**

Source: Sutton OPHNS 2009

5.33   Still focusing on the 273 households in need of specialist accommodation, Table 5.14 shows that a small majority (51.3%) currently live in social rented housing, while over a third (37.4%) are outright owners.

Table 5.14 Tenure of of older person households in need of specialist accommodation		
Tenure	Estimated total older person households	
	Number	*%*
Owner-occupier (no mortgage)	102	37.4%
Owner-occupier (w/ mortgage)	18	6.6%
Social rented	140	51.3%
Private rented	13	4.8%
Total	**273**	**100.0%**

Source: Sutton OPHNS 2009

5.34   Once older person households have decided that a move to specialist accommodation is necessary, a large majority (77.8%) would want it to be rented accommodation from the Council rather than owner-occupied accommodation (Table 5.15). Two-thirds prefer sheltered housing with a warden.

Table 5.15 Preferred tenure and accommodation type of older person households in need of specialist accommodation		
Tenure		
	Number	*%*
Buy own home	14	5.1%
Rent from Council	212	77.7%
None stated	47	17.2%
Total	**273**	**100.0%**
Accommodation type		
General needs housing	0	0.0%
Sheltered housing w/ warden	176	64.5%
Extra care sheltered housing	66	24.2%
None stated	31	11.4%
Total	**273**	**100.0%**

Source: Sutton OPHNS 2009

Age group

5.35   Regarding age group, need or likelihood of moving increases with age, with almost two thirds (62.1%) being aged between 75 and 84 (Table 5.16). However, the percentage tails off after 85 when presumably many older people in need have already moved to specialist accommodation. When compared with the age of older people in new lettings (Table 2.20), these tend to be younger than those identified as in need. For example, 33.0% of new lettings were to those aged 75 to 84, compared to 62.1% estimated as being in need. Further research would be required to establish why this is the case.

Table 5.16 Age of head of older person households in need of specialist accommodation		
Age group	*Estimated total older person households*	
	Number	*%*
55-64	13	4.9%
65-74	46	16.8%
75-84	170	62.1%
85+	44	16.2%
Total	**273**	**100.0%**

Source: Sutton OPHNS 2009

Reasons for moving

5.36   Table 5.17 gives the main reasons for moving among the sample of 273 households. All the reasons are age-related, with a majority saying they need to live somewhere with a warden or to receive higher levels of care.

Table 5.17 Age-related reasons for moving of older person households in need of specialist accommodation		
Reason	*Number*	*%*
Move to accommodation with a warden	167	61.2%
To receive a higher level of care	161	59.0%
To live somewhere with a community alarm	118	43.2%
For companionship and organised social events	79	28.9%
Access problems to the bathroom	33	12.1%
Prepare for future age related issues	18	6.6%
Unable to manage in current home	14	5.1%

NB: respondents could give more than one answer so totals will not sum to the total number of households in need or to 100%

Source: Sutton OPHNS 2009

Health conditions

5.37   Finally in this section, Table 5.18 gives the health conditions and impairments that older people needing to move to specialist accommodation have. Arthritis was the main condition, given by 77.2%.

Table 5.18 Health conditions of older person households in need of specialist accommodation		
Condition	*Number of households*	*% of households*
Arthritis	211	77.2%
Muscle / bone / joint disease	198	72.4%
Mental health problems	149	52.7%
Learning disability	99	36.2%
Hearing impairment	82	29.9%
Chest disease	60	21.9%
Visual impairment	60	21.9%
Stroke related illness	46	16.8%
Neurological condition	46	16.8%
Diabetes	33	12.1%
Heart disease	16	5.1%
Renal disorder	13	4.9%

NB: respondents could give more than one answer so totals will not sum to the total number of households moving or to 100%

Source: Sutton OPHNS 2009

Characteristics of older person households in need of specialist housing

Almost half of those needing or likely to move in the next two years live in the Carshalton and Clockhouse sub-area, although the preferred areas for living are Beddington and Wallington, and Sutton South, Cheam and Belmont. Just over half would like a one-bedroom property, with few households currently with two or more bedrooms wanting to downsize, although two-thirds expect to move to a one-bed unit. Just over half live in social rented housing, and a third in owner-occupation without a mortgage. Sheltered housing with a warden is the most popular accommodation type; the vast majority wanted to live in the social rented tenure. Almost two-thirds were aged 75-84, with very few younger than 65. The main reason for wanting to move was related directly to having age-related support issues met. The main health condition reported was arthritis followed by muscle, bone or joint disease, both affecting around three quarters of those in need.

Future projection of the need for specialist housing

5.38   Table 5.16 above shows the age profile of the household heads with a need for specialist accommodation in the next two years. Using this data, we can project how the level of need may increase by indexing these figures to the estimated increases in Sutton's older person profile. For example, the ONS estimates that the population of 65-74 year olds will increase by 12% between 2011 and 2016; the number of households in need of specialist accommodation is therefore assumed to increase by the same amount. Mid-2011 is used as the base point, as the accommodation need is assessed to arise over the next two years, during 2009/10 to 2010/11.

5.39   The supply figure is taken from the need assessment tables above and is based on the turnover in existing stock, also taking into account likely turnover in planned new stock. The supply figure for 2011-2016 includes the new units planned to be completed by 2016. The model takes into account the closures of units during 2011-16 as a result of newer accommodation being built. The model also assumes that the supply of market housing remains steady; need may alter if there is a significant change in the amount of specialist housing developed for owner-occupation. The figures are cumulative and so reduce as net is met.

5.40   As before, three scenarios are used to produce three projections: the first includes those who can afford private sector specialist accommodation (Table 5.19); the second excludes them (Table 5.20), while the third is as per the second, but also assumes that social renters who need to move will transfer to specialist housing (Table 5.21). Under the first scenario, the net requirement of 148 social rented units will grow to 331 units during 2011-16 and to 548 units during 2021-2026.

Table 5.19 Future growth projections (scenario 1: excluding affordability test)				
Age group	*2009/10-2010/11*	*2011-2016*	*2016-2021*	*2021-2026*
55 to 64	26	66	73	85
65 to 74	58	160	173	180
75 to 84	192	490	506	585
85+	58	154	171	197
Total need	*334*	*870*	*924*	*1,046*
Turnover (including from new units)	186	469	498	498
New supply	0	70	0	0
Total supply	*186*	*539*	*498*	*498*
Net requirement	**148**	**331**	**426**	**548**

Source: Sutton OPHNS 2009

5.41   However, if all those able to are assumed to access private sector specialist accommodation, Table 5.20 indicates that a small surplus of three units will develop between 2011-16 as 70 new units are brought forward, although a net requirement returns in 2016-21, rising to 145 in the years 2021 to 2026.

Table 5.20 Future growth projections (scenario 2: including affordability test)				
Age group	*2009/10-2010/11*	*2011-2016*	*2016-2021*	*2021-2026*
55 to 64	9	23	25	29
65 to 74	31	85	93	96
75 to 84	132	337	348	402
85+	34	90	100	116
Total need	*206*	*536*	*566*	*643*
Turnover (including from new units)	186	469	498	498
New supply	0	70	0	0
Total supply	*186*	*539*	*498*	*498*
Net requirement	**20**	**-3**	**68**	**145**

Source: Sutton OPHNS 2009

5.42 Finally, the third scenario sees all general needs social renters who need to move transferring to specialist housing. This produces a substantial net requirement for additional specialist units: 1,103 during 2011-16, rising to 2,709 during 2021-26.

Table 5.21 Future growth projections (scenario 3: social rent transfer)				
Age group	2009/10-2010/11	2011-2016	2016-2021	2021-2026
55 to 64	30	76	85	98
65 to 74	97	267	290	301
75 to 84	396	1,011	1,043	1,206
85+	108	287	319	367
Total need	631	1,642	1,737	1,972
Turnover (including from new units)	186	469	498	498
New supply	0	70	0	0
Total supply	186	539	498	498
Net requirement	**445**	**1,103**	**1,239**	**2,709**

Source: Sutton OPHNS 2009

Future projections of the need for specialist accommodation

Using information on the projected population of older people and the number of planned new specialist housing units, three growth scenarios are produced. The first includes those who can afford to access private sector specialist housing, and shows the need figure growing to 548 during the period 2021-26. Alternatively, if these households are excluded from the requirement for social rented provision, there will be a small surplus during the period 2011-16 as new units are completed, but with a net requirement of 145 units during the period 2021-26. Finally, if those in general needs social rented housing who require a move are transferred to specialist housing, there is a very large net requirement of 2,709 units during 2021-26.

Summary

- The vast majority of households did not need or were not likely to move home in the next two years. Of the 18% who were, a quarter were general needs social renters and a quarter were private renters. Anticipating future support needs or having existing ones met were among the main reasons for moving

- Using an analysis of survey data from older people, and weighting the findings to the estimated number of households in the borough, an assessment of need for specialist accommodation has been carried out. It estimates that 334 older person households will have a need for specialist accommodation in the next two years. Taking into account turnover of stock and planned new provision, there is a net requirement of 148 units of affordable specialist accommodation in the next two years, rising to 548 in 2021-26 in line with projected increases in the older population.

- If those with the financial means to access the private sector are excluded from the need assessment, and so are assumed not to be offered social rented housing, there will be a smaller requirement of 20 units in the next two years, a surplus of three units in the period 2011-2016 as planned new units come forward, but then a requirement of 145 in 2021-26.

- A third scenario sees all general needs social rented tenants who require a move transferring to affordable specialist housing. In this case, 445 units will be required in the next two years, rising to 1,103 units during 2011-16 and 2,709 in 2016-21.

- Given that the three scenarios produce very different net need requirements, the Council will need to take a balanced view about how it produces and allocates affordable specialist housing in the future.

- The requirement for specialist accommodation is highest among 75 to 84 year olds, therefore their support needs which will need to met are likely to be quite high.

- The majority of households in need stated a preference for sheltered housing with a warden, while about a quarter did not state a preference. In terms of location, at sub-area level there was a preference to live in Beddington and Wallington, and Sutton South, Cheam and Belmont areas. Just over half of future units would need to have one bedroom to meet preferences, the remainder having two.

6. Home adaptations

Introduction

6.1   As the first chapter in this report outlined, current national and local policy promotes supporting independent living through helping older people (those aged 55 or over) to live within in their own homes for as long as possible. To facilitate this, services are provided, including adaptations to the home, or help with maintenance of the home. This chapter uses the survey data to describe the problems older person households have with their home, and the types of adaptations currently used. It then describes which adaptations older person households said they needed, along with estimates for the number of households required each one.

6.2   It should be stressed that these figures are based on survey respondents' self-perceived support needs, and may therefore be different from those formed during an occupational therapy assessment. It should also be noted that the types of adaptations discussed here are the ones which the Council wanted to gain need information on – there are other types available. As in the previous chapter, survey findings have been weighted to produce results for the entire older population in the borough.

Problems with current home

6.3   Table 5.4 showed the age-related reasons for moving home. Survey respondents were also asked whether they had any problems with their home; possible answers were based on the Community and Local Government's categories of housing unsuitability as used in standard housing need surveys.[51]

6.4   Seven of the categories refer to age-related issues, for example, mobility issues around the home or accessing the stairs. Overall it is estimated that 3,076 older person households in the borough, or 17.4% of the estimated 17,680 total, have at least one age-related problem with their home. Table 6.1 shows that the main problem reported was difficulty maintaining the home, reported by 12.0%, followed by difficulty using other facilities in the home (such as bathrooms), given by 10.1%.

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[51] CLG, *Strategic Housing Market Assessments: Practice Guidance*, Version 2, August 2007.

Table 6.1 Age-related problems in the home		
Problem	*Number of older person households*	*Percentage of older person households*
Difficulty in maintaining the home	2,177	12.0%
Difficulty accessing other facilities	1,788	10.1%
Difficulty using stairs	885	5.0%
Need to be close to relative / friend to give / receive care	814	4.6%
Health of household is at risk	531	3.0%
Difficulty accessing garden	230	1.3%
No room for live in carer	212	1.2%

NB: respondents could give more than one answer so totals will not sum to the total number of households or to 100%

Source: Sutton OPHNS 2009

6.5   Table 6.2 shows the tenure profile of older person households who reported age-related housing problems. It can be seen that older people in rented accommodation are more likely to report that they have an age-related problem with their home: 23.4% of social rented older person households do so as do 27.1% of private renters. In contrast, owner-occupiers are the least likely to report problems. This may be explained by those who still have a mortgage being younger, and so less likely to have been affected by age-related health conditions, while those who own their home outright tend to be wealthier with more disposable income to fund necessary adaptations to their home, or choose not to identify a problem as they would have to fund the solution themselves.

Table 6.2 Older person households experiencing age related housing problems by tenure		
Tenure	*Number of older person households*	*Percentage of older person households in tenure*
Own outright	1,276	12.8%
Own with mortgage	522	10.5%
Social rented	933	23.4%
General needs accommodation	*659*	*21.5%*
Specialist accommodation	*274*	*22.3%*
Private rented	345	27.1%
Total	**3,076**	**17.4%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

6.6   When broken down by age group (Table 6.3), the percentages show that the likelihood of problems increase with age -- 15.2% of those aged 55 to 64 reported a problem compared to 39.8% of those aged 85 or over. The latter is the age group who is most likely to live in specialist accommodation, suggesting that age-related housing problems can remain in this type of housing.

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Table 6.3 Older person households experiencing age-related housing problems by age group		
Age group	*Number of older person households*	*Percentage of older person households in age group*
55 to 64	693	15.2%
65 to 74	958	18.7%
75 to 84	901	26.4%
85 plus	524	39.8%
Total	**3,076**	**17.4%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

6.7   Finally by sub-area (Table 6.4), the highest proportion of households experiencing age-related problems is in St Helier, The Wrythe and Wandle Valley (23.4%), followed by Sutton (North, Central or West), with 19.1%.

Table 6.4 Older person households experiencing age related housing problems by location		
Tenure	*Number of older person households*	*Percentage of older person households in location*
Beddington and Wallington	546	14.3%
Carshalton & Clockhouse	285	17.1%
Cheam North & Worcester Park	490	17.2%
St Helier, The Wrythe, & Wandle Valley	665	23.4%
Sutton (North, Central, or West)	597	19.1%
Sutton South, Cheam, & Belmont	493	14.6%
Total	**3,076**	**17.4%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

Housing problems

The main problems reported in the home given by survey respondents related to household maintenance, given by 13.1% of respondents, and accessing facilities such as bathrooms and toilets, given by 10.1%. Overall approximately 3,000 older person households had some sort of age-related problem with their home, almost a fifth of the total. Older households, those living in private or social rented accommodation, and living in the north or centre of the Borough were the groups most likely to report that they had age-related problems with their home.

Use of adaptations

6.8   All older person households were asked about the type of adaptation they used (Table 6.5). Almost half, 43.5%, of households already had some sort of adaptation or facility helpful in maintaining independence if age-related housing issues become a problem. These include a downstairs toilet (27.8%) and extra handrails (12.3%).

Table 6.5 Use of household adaptations		
Adaptation	*Number of older person households*	*Percentage of older person households*
Downstairs toilet	4,922	27.8%
Extra handrails	2,172	12.3%
Level access shower unit	1,851	10.5%
Lift/stair lift	1,402	7.9%
Other alterations to bathroom/ toilet	525	3.0%
Other mobility aid, e.g. ramp	417	2.4%
Alterations to kitchen	376	2.1%
Improved car parking access	340	1.9%

NB: respondents could give more than one answer so totals will not sum to the total number of households or to 100%

Source: Sutton OPHNS 2009

6.9   In total 7,694 households had at least one adaptation to their home. Analysis of the housing tenure of older people shows almost half (47.7%) of outright owners have an adaptation, as do 42.7% of social renters (Table 6.6). However, there is a large difference between those in specialist older person accommodation, where 79.5% said they had adaptations, and those in general needs accommodation, where just 42.5% do. The smallest proportion is found in the private rented sector, where just 14.2% of tenants have adaptations, helping to explain why a relatively large proportion of private renters reported an age-related problem with their home (see Table 6.2).

Table 6.6 Older person households who have adaptations by tenure		
Tenure	*Number of older person households*	*Percentage of older person households in tenure*
Owner-occupied (no mortgage)	4,885	47.7%
Owner-occupied (with mortgage)	979	38.1%
Social rented	1,700	42.7%
General needs housing	*1,232*	42.5%
Specialist accommodation	*862*	79.5%
Private rented	130	14.2%
Total	**7,694**	**43.5%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

6.10   In terms of age, Table 6.7 shows that the older age groups were more likely to have adaptations: 60.6% of households aged over 85 did so, compared to 35.3% of those in the youngest age group.

Table 6.7 Older person households who have adaptations by age group		
Age group	*Number of older person households*	*Percentage of older person households in age group*
55 to 64	2,530	35.3%
65 to 74	2,269	42.4%
75 to 84	1,898	53.8%
85 plus	997	60.6%
Total	**7,694**	**43.5%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

6.11   Households that have adaptations are spread fairly evenly across the borough (Table 6.8), although two of the sub-areas containing pockets of deprivation - St Helier, The Wrythe and Wandle Valley area, and Beddington and Wallington – have the lowest use, perhaps pointing to how residents in wealthier areas are more able to make adaptations or how the areas may have poor levels of awareness of available adaptations and support.

Table 6.8 Older person households who have adaptations by location		
Sub-area	*Number of older person households*	*Percentage of older person households in sub-area*
Beddington and Wallington	1,118	29.2%
Carshalton & Clockhouse	837	50.1%
Cheam North & Worcester Park	1,639	57.4%
St Helier, The Wrythe, & Wandle Valley	1,131	39.8%
Sutton (North, Central, or West)	1,432	45.8%
Sutton South, Cheam, & Belmont	1,537	45.4%
Total	**7,694**	**43.5%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

Need for adaptations

6.12   Regarding the need for additional adaptations, 18.5% of surveyed households said they needed at least one, equivalent to 3,274 older person households. A total of 6,688 adaptations are required, an average of two per household in need. Table 6.9 shows that the most common change needed was the installation of a level access shower unit, required by 1,554 (8.8%) older person households, followed by other alterations to the bathroom or toilet (953 households or 5.4%).
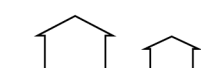
Table 6.9 Need for adaptation type		
Adaptation	*Number of older person households*	*Percentage of older person households*
Level access shower unit	1,554	8.8%
Other alterations to bathroom/ toilet	958	5.4%
Downstairs toilet	953	5.4%
Extra handrails	863	4.9%
Alterations to kitchen	769	4.4%
Other mobility aid, e.g. ramp	681	3.9%
Improved car parking access	561	3.2%
Lift/stair lift	349	2.0%

NB: respondents could give more than one answer so totals will not sum to the total number of households or to 100%

Source: Sutton OPHNS 2009

6.13   At the assessments of need in Chapter 5 for specialist housing, 253 households were identified as needing or likely to move, have age-related support issues, but expect to be able to stay living in general needs housing although in a different property. Table 6.10 shows the adaptations they need. The main adaptation needed by the group is a level access shower unit, required by 201 households (79.4%). Given that that this is an expensive adaptation to make to a home, for some of these households a move to specialist housing may be more realistic.

Table 6.10 Need for adaptation for households with age-related support issues but expecting to stay in general needs housing		
Adaptation	*Number of older person households*	*Percentage of older person households*
Level access shower unit	201	79.4%
Extra handrails	139	54.7%
Downstairs toilet	90	35.7%
Other alterations to bathroom/ toilet	67	26.4%
Lift/stair lift	30	11.8
Alterations to kitchen	25	10.0%
Other mobility aid, e.g. ramp	25	10.0%
Improved car parking access	13	5.3%

NB: respondents could give more than one answer so totals will not sum to the total number of households or to 100%

Source: Sutton OPHNS 2009

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6.14   Looking at the 3,274 households who require one or more adaptations, the tenure group with the largest percentage who require additional adaptations are private renters: 41.2% overall, equivalent to 376 households (Table 6.11). This is not surprising given that these older people also had a relatively high level of reported problems with their accommodation and a low proportion of older person households had adaptations to their homes (see Table 6.6). In contrast, few owner-occupiers required additional adaptations: overall 13.4% of those without a mortgage and 14.2% of those with a mortgage. The latter tended to be younger, so are less likely to have been affected by age-related housing problems, while the former tend to have a higher disposable income so are better able to make necessary adaptations to their homes (see Appendix A1 on financial information).

Table 6.11 Older households who need adaptations by tenure		
Tenure	*Number of older person households*	*Percentage of older person households in tenure group*
Owner-occupied (no mortgage)	1,371	13.4%
Owner-occupied (with mortgage)	365	14.2%
Social rented	1,162	29.2%
General needs accommodation	*864*	29.8%
Specialist accommodation	*298*	27.5%
Private rented	376	41.2%
Total	**3,274**	**18.5%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

6.15   In terms of age, a third (36.5%) of those over 85 required adaptations to their home (Table 6.12), markedly higher than for other age groups. This data correlates with the findings from Table 6.3 which shows how age-related housing problems are most frequent for those over 85, and so therefore home adaptations to ameliorate problems are required more among older age groups.

Table 6.12 Older households who need adaptations by age group		
Age group	*Number of older person households*	*Percentage of older person households in age group*
55 to 64	795	11.1%
65 to 74	1,044	19.5%
75 to 84	835	23.7%
85 plus	600	36.5%
Total	**3,274**	**18.5%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

6.16   Next we look at where those in need of adaptations live (Table 6.13). Over a quarter (28.0%) lived in Carshalton and Clockhouse and a similar amount (27.0%) in the sub-area of St Helier, The Wrythe and Wandle Valley. As we saw in Figure 2.9, neither of these areas have particularly high numbers of older person households, although the St Helier sub-area especially has a relatively high level of deprivation (see Figure 2.1). It also has a high level of social housing. In contrast older person households living in the less deprived parts of the borough were less likely to need adaptations. For example, just 12.4% in Sutton South, Cheam and Belmont said they needed adaptations, while only 14.4% needed adaptations in Beddington and Wallington. This indicates poorer housing conditions among older people in more deprived areas and a greater need for housing adaptations in these areas, whilst owner-occupiers in wealthier areas would appear to have greater resources to make adaptations to their home or choose not to use adaptations.

Table 6.13 Older households who need adaptations by location		
Sub-area	*Number of older person households*	*Percentage of older person households in sub-area*
Beddington and Wallington	552	14.4%
Carshalton & Clockhouse	467	28.0%
Cheam North & Worcester Park	458	16.0%
St Helier, The Wrythe, & Wandle Valley	767	27.0%
Sutton (North, Central, or West)	611	19.5%
Sutton South, Cheam, & Belmont	419	12.4%
Total	**3,274**	**18.5%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

6.17   Finally in this section we look at the financial characteristics of those needing adaptations (Table 6.14). Both the mean and median average figures are given. In the case of savings, the large difference between the mean and median suggests a small number of older person households with large amounts in savings out of proportion with other households needing adaptations. There would appear to be potential for owner-occupiers in need to use equity release to fund adaptations.

Table 6.14 Older person households who need adaptations: average financial characteristics		
Sub-area	*Mean*	*Median*
Income	£12,250	11,000
Savings	£2,500	£27,350
Equity	£250,000	£350,000

Source: Sutton OPHNS 2009

Use and need for adaptations

Adaptations most needed by respondents related to level access showers followed by bathroom and toilet access. While almost half of older person owner-occupiers and a large majority of those in specialist accommodation already had adaptations to their home, only a third of older people in social rented general needs accommodation did so, and just over a tenth of private renters had them. There is evidence that older people in private rented accommodation are the most in need of adaptations, with 41.2% of private renters estimated to need additional adaptations. Those living in housing in more deprived areas of the Borough are less likely to have adaptations than those in wealthier areas, but are more likely to say they need adaptations.

Assessment of current and future need for adaptations

6.18   Using the weighted data on the total number of older person households in Sutton, we can estimate how many have and need additional adaptations in the future. The following should be borne in mind:

- The figures refer to older person households currently in need of adaptations, rather than based on need over the next two years as done for specialist housing in the previous chapter's accommodation assessment

- The future projections are net need and take into account the projected number of older households who will receive adaptations through the Council this year.

- The net figures assume that all those who state a need for an adaptation will in fact access it. In reality this is limited by awareness of which adaptations the Council can provide and how they can be accessed.

- These figures include households who will have the financial means to carry out the adaptations on the private market so not all will be eligible for council-funded adaptations

- The results are cumulative and so reduce as need is met over the time periods.

6.19   The results are given in Table 6.15, along with how many households do not currently have adaptations, but say they need them. (As stated at the start of this chapter, these figures are based on survey respondents' self-perceived support needs, and may therefore be higher than those formed during a formal need assessment.) It shows that 7,694 older person households currently have at least one adaptation in their home to assist with age-related issues, and 3,274 households require at least one additional adaptation to improve their living conditions. The vast majority already have some sort of adaptation – just 925 households do not have any adaptations at all but are in need.

Table 6.15 Current use/need for adaptations	
Status	Number
1) Currently have at least one	7,694
2) Currently need at least one	3,274:
(i) Currently need additional adaptations and already have at least one	2,349
(ii) Don't have any adaptations and do need at least one	925

Source: Sutton OPHNS 2009

6.20   In order to estimate how the need for adaptations is likely to change in the future, we have adopted the same approach as in Chapter 5, namely using the age profile of households in need (see Tables 6.12) and indexing this to future growth projections. The results are shown in Table 6.16. The number of older person households needing adaptations is projected to grow to 3,562 during 2010-15 and to 3,941 during 2015-20. In numerical terms, most of the growth in need for adaptations will be for 65 to 74 years olds (an increase of 220 by 2020).

Table 6.16 Future growth in need for adaptations			
Age group	2009/10	2010-2015	2015-2020
55 to 64	795	823	944
65 to 74	1,044	1,196	1,264
75 to 84	835	886	994
85+	600	658	738
Total	**3,274**	**3,562**	**3,941**

Source: Sutton OPHNS 2009

6.21   Finally the same principle is applied for each adaptation, with the estimated numbers who require different types until 2020 shown in Table 6.17. The table starts by showing the gross need figures (taken from Table 6.9) and then subtracting the estimated numbers of adaptations provided by the Council during 2009/10 to produce the net requirement of need for each adaptation. It also gives separate totals for the number of households in need and the number of adaptations required (as households can require more than one adaptation). It is assumed that the number of households receiving adaptations in this year remains constant in the future, and that adaptations provided remain in use by older person households. It does not take into account adaptations funded privately, or replacement of existing similar adaptations (for which data is not available). In some cases the net need reduces over time. This is because the current supply is greater than the projected increase for the age profile of the population who need the adaptation.

6.22   It shows a large requirement for most adaptations beyond what the Council currently provides, particularly for more extensive adaptations such as level access shower units and downstairs toilets. It is notable that most of the supply is for handrails (75% of adaptations made), but that only a small number are in need (currently 47 households). This may be because handrails are provided for reasons of cost in situations where ideally a more expensive adaptation (e.g. level access shower unit) would be required, or because respondents over-estimated the extent of adaptations required.

Table 6.17 Future growth in need for each adaptations					
Adaptation	*Gross need, 2009/10*	*Supply, 2009/10*	*Net need, 2009/10*	*Net need, 2010-15*	*Net need, 2015-20*
Level access shower unit	1,554	87	1,467	1,238	928
Other alterations to bathroom/ toilet	958	50	908	777	642
Downstairs toilet	953	12	941	962	1,106
Extra handrails	863	816	47	92	170
Alterations to kitchen	769	48	721	782	837
Other mobility aid, e.g. ramp	681	38	643	683	699
Improved car parking access	561	0	561	609	662
Lift/stair lift	349	40	309	279	268
Total adaptations	**6,688**	**2,471**	**5,597**	**5,422**	**5,312**
Total households	**3,274**	**1,091**	**2,183**	**2,471**	**2,850**

NB: Households can need more than one adaptation so columns do not sum to the total number in need.

Source: Sutton OPHNS 2009

Need for adaptations

It is estimated that 3.274 households need at least one additional adaptation. This is projected to rise to 3,562 by 2014/15 and to 3,941 by 2019/20. When current supply figures are taken into account, although there is a large net need for most other adaptations (especially level access shower units), except for handrails where there is currently a good balance between need and supply

Summary

- The main age-related problems reported by older person households related to household maintenance, given by 13.1% of older person households, and accessing facilities such as bathrooms and toilets, given by 10.1%. Overall a fifth of older person households had some sort of age-related problem with their home, equivalent to over 3,000 older person households.

- The occurrence of age-related problems was highest among older age groups, those living in private or social rented accommodation, and those living in the north or centre of the borough.

- Older person households indicated a need for additional adaptations to enable them to continue living in their current home, with the main change required being level access shower and improved access to bathrooms and toilets.

- In terms of the type of older people who already have adaptations services, the survey found considerable variation between tenure and location. Most older person households who owned their home or had already moved to specialist accommodation had adaptations. In contrast, older person households who live in social rented general needs or private rented housing were less likely to do so, and demand for adaptations was highest among older people in these tenure groups.

- With location, the use of adaptations was highest in the wealthier south and west of the borough. However, need was highest in the more deprived northern parts of the borough.

- In total it is estimated that currently 3,274 households have a need for additional adaptations to their home, projected to grow to 3,941 by 2019/20.

- Considering the currently supply of adaptations provided by the Council, it is estimated an additional 1,457 households will need a level access shower unit and a large net requirement for most adaptations. It should also be stressed that the analysis is based on respondents' self-perceived needs which may differ from those formed in a formal assessment.

7. Housing-related support services

Introduction

7.1 While one strand of independent living is making adaptations to the home, another is providing support services to enable older people to continue living there. This chapter describes the type of support services used and who uses them, before looking at which additional ones are needed.

7.2 As with adaptations, the figures in this chapter are based on survey respondents' self-perceived support needs, and may therefore be different from those formed during a formal assessment. Furthermore, the housing-related support services discussed in this chapter are those which the Council wanted need information on; there are others not included such as sheltered housing officers or wardens.

Use of support services

7.3 From the survey it is estimated that 3,834 households use at least one housing-related support service, equivalent to 21.7% of all older person households. The main one used was a community alarm, by 15.7% (Table 7.1). The table also shows the numbers using other social care services.

Table 7.1 Support service use by older person households		
Housing-related support services	*Number*	*Percentage*
Community alarm*	2,765	15.7%
Handyperson service	648	3.1%
Help to access other services	546	3.3%
Telecare Service	425	2.8%
Equity release scheme	365	2.2%
Other care services	*Number*	*Percentage*
Vision and hearing service	1,132	7.1%
Homecare - help with personal care	692	4.1%
Homecare- help with managing at home	486	2.7%
Meals on wheels	231	1.5%

* The number using this service is higher than the number who use the Safecall Community Alarm (see Figure 2.5). It is likely therefore that respondents who use other alarm services answered this question.
NB: respondents could give more than one answer so totals will not sum to the total number of households or to 100%

Source: Sutton OPHNS 2009

7.4   The remainder of this section looks only at those requiring the six types of housing-related support services, as given in Table 7.1. As stated above, it is estimated that 3,834 households (21.7% of the total older person households) use at least one housing-related support service. Regarding tenure, Table 7.2 shows that over half (51.2%) of older person households in the social rented sector used housing-related support services, although there are differences within this tenure as 90.9% in specialist housing did so, compared to 36.4% of those in general needs housing. Again, the older person households least likely to access support services are those in the private rented sector; just 9.3% did so, equivalent to 85 older person households.

Table 7.2 Older person households who use housing-related support services by tenure		
Tenure	*Number of older person households*	*Percentage of older person households in tenure*
Owner-occupied (no mortgage)	1,360	13.3%
Owner-occupied (with mortgage)	349	13.6%
Social rented	2,040	51.2%
General needs accommodation	1,055	36.4%
Specialist accommodation	985	90.9%
Private rented	85	9.3%
Total	**3,834**	**13.3%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

7.5   As with adaptations (see Table 6.12), support services are more likely to be used by the older age groups. Table 7.3 shows that across Sutton 67.5% of those aged over 85 did so, compared to only 5.7% of those between 55 and 64 years old.

Table 7.3 Older person households who use housing-related support services by age group		
Age group	*Number of older person households*	*Percentage of older person households in age group*
55 to 64	409	5.7%
65 to 74	1,086	20.3%
75 to 84	1,229	34.8%
85 plus	1,110	67.5%
Total	**3,834**	**13.3%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

7.6   Table 7.4 shows that use of services is higher in areas with large numbers of specialist housing, such as Sutton South, Cheam and Belmont (30.6%) and Sutton (North, Centre or West) (25.1%). The sub-areas with the lowest use of housing-related support services are Beddington and Wallington (15.9%) and St Helier, the Wrythe and Wandle Valley (16.4%).

Table 7.4 Older person households who use housing-related support services by location		
Sub-area	*Number of older person households*	*Percentage of older person households in sub-area*
Beddington and Wallington	607	15.9%
Carshalton & Clockhouse	367	22.0%
Cheam North & Worcester Park	575	20.2%
St Helier, The Wrythe, & Wandle Valley	465	16.4%
Sutton (North, Central, or West)	783	25.1%
Sutton South, Cheam, & Belmont	1,037	30.6%
Total	**3,834**	**13.3%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

7.7   Finally in this section we look at the ethnic profile of older people who use support services. Table 7.5 gives the ethnic group of older person households who use support services. In line with the entire older person population (see Table 2.4), the ethnicity of users is almost exclusively White, with 91.0% White British. There is therefore no significant difference in the ethnic profile between all older people in Sutton and those who use support services.

Table 7.5 Ethnic group of household heads who use housing-related support services		
	Number of older person households	*Percentage of older person households*
White British	3,489	91.0%
White Irish	87	2.3%
Asian – Other	62	1.6%
Chinese	32	0.8%
Other	164	4.2%
Total	**3,834**	**100.0%**

Source: Sutton OPHNS 2009

7.8   In terms of gender, a small majority (56.3%) are female, consistent with females' longer life expectancy (Table 7.6).

Table 7.6 Gender of household heads who use housing-related support services		
	Number of older person households	*Percentage of older person households*
Male	1,644	43.7%
Female	2,170	56.3%
Total	**3,834**	**100.0%**

Source: Sutton OPHNS 2009

7.9   Finally for sexuality, a third of older person households preferred not to state their sexuality, with only 1.4% indicating that they were non-heterosexual (Table 7.7).

Table 7.7 Sexuality of household heads who use housing-related support services		
	Number of older person households	*Percentage of older person households*
Heterosexual	2,627	68.5%
Lesbian / Gay	29	0.8%
Bisexual	12	0.3%
Other	15	0.3%
Prefer not to answer	1,151	30.0%
Total	**3,834**	**100.0%**

Source: Sutton OPHNS 2009

Need for housing-related support services

7.10   From the survey it is estimated that 1,646 older person households require an additional housing-related support service, equivalent to 9.3% of all older person households. A total of 1,701 housing-related support services are needed, at an average of just over one per household. Overall far fewer older person households said they needed housing-related support services than adaptations, where 3,274 (18.5%) said they needed additional adaptations (Table 6.15). Respondents were also asked about specific services. Table 7.8 shows the most needed housing-related support service was a handyperson scheme, with homecare being the most needed service provided by adult social care services, consistent with difficulties maintaining the home being the most commonly reported housing problem. It is significant that 15.7% of the total older person population already used a community alarm service (Table 7.1) but only 2.7% said they needed it, suggesting that the service currently reaches most of those who require it.

Table 7.8 Support service need		
Housing-related support services	*Number of households*	*Percentage of households*
Handyperson service	840	4.7%
Telecare service	283	1.6%
Help to access other services	267	1.5%
Safecall community alarm	231	2.7%
Equity release scheme	80	0.5%
Other care services	*Number of households*	*Percentage of households*
Homecare - help with managing at home	458	2.7%
Homecare - help with personal care	359	2.1%
Vision and hearing service	359	2.1%
Meals on wheels	52	0.9%

NB: respondents could give more than one answer so totals will not sum to the total number of households or to 100%

Source: Sutton OPHNS 2009

7.11   The assessment in Chapter 5 identified 253 households as needing or likely to move, and having age-related support issues, but expecting to be able to live in general needs housing, albeit a different property (see Table 5.1). The following Table 7.9 shows the type of support services they need. The main ones were adult social care services, such as homecare (52.5%), meals on wheels (33.7%) and, for housing-related support services, a handyperson scheme (10.0%).

Table 7.9 Support service need among moving households		
Housing-related support services	*Number of households*	*Percentage of households*
Handyperson service	25	10.0%
Help to access other services	12	4.7%
Community alarm	0	0.0%
Telecare Service	0	0.0%
Equity release scheme	0	0.5%
Other care services	*Number of households*	*Percentage of households*
Homecare- help with managing at home	133	52.5%
Meals on wheels	85	33.7%
Homecare - help with personal care	12	4.7%
Vision and hearing service	0	0.0%

NB: respondents could give more than one answer so totals will not sum to the total number of households or to 100%

Source: Sutton OPHNS 2009

7.12   Table 7.10 shows the tenure that all older households requiring housing-related support services live in. Overall it is estimated that while only 5.1% of owner-occupiers with a mortgage require additional housing-related support services, almost a quarter (22.8%) of those in the private rented sector require housing related support services. As residents in this sector are the least likely to use services (see Table 7.2) this suggests that the current model of housing-related service provision does not meet those most in need.

Table 7.10 Older person households who need housing-related support services by tenure		
	Number of older person households	*Percentage of older person households in tenure*
Owner-occupied (no mortgage)	809	7.9%
Owner-occupied (with mortgage)	130	5.1%
Social rented	499	12.5%
General needs housing	*402*	*13.9%*
Specialist accommodation	*97*	*8.9%*
Private rented	208	22.8%
Total	**1,646**	**9.3%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

7.13   As one would expect, the need for additional housing-related support services increases with age and peaks among 75-84 year olds, of whom 16% need additional housing-related support services, compared to 6.1% of those aged 55 to 64. The need profile is broadly similar to the profile of clients who received housing-related support services (Table 2.21), with the exception of the younger age groups, who make up a small proportion of those receiving services (13.7% aged 55-64), but a larger proportion of those in need (438 of the 1,646, or 26.7%).

Table 7.11 Older person households who need housing-related support services by age		
Age group	*Number of older person households*	*Percentage of older person households in age group*
55 to 64	438	6.1%
65 to 74	486	9.1%
75 to 84	562	16.0%
85 plus	160	9.7%
Total	**1,646**	**9.3%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

7.14   Next we consider where people who need additional housing-related support live. As with adaptations, Table 7.12 demonstrates the highest levels of need is amongst older person households living in the Sutton (North, Central, West) sub-area (13.6%) followed by St Helier, The Wrythe and Wandle Valley area (11.8%). Need is lower in wealthier areas such as Cheam North & Worcester Park (6.9%).

Table 7.12 Older person households who need housing-related support services by location		
Sub-area	*Number of older person households*	*Percentage of older person households in sub-area*
Beddington and Wallington	259	6.8%
Carshalton & Clockhouse	126	7.5%
Cheam North & Worcester Park	198	6.9%
St Helier, The Wrythe, & Wandle Valley	335	11.8%
Sutton (North, Central, or West)	423	13.6%
Sutton South, Cheam, & Belmont	305	9.0%
Total	**1,646**	**9.3%**

NB: Percentages do not add up to 100% as they refer to the proportion in each category not the overall total.

Source: Sutton OPHNS 2009

7.15   Finally in this section we look at the financial characteristics of those needing housing-related support services (Table 7.13). Both mean and median averages are given. The larger median average figures for savings and equity indicate an unequal distribution of wealth among older person households. As with adaptations (see Table 6.12) owner-occupiers in need have large amounts of equity, therefore are more likely to be able to meet the cost of housing-related support themselves.

Table 7.13 Older person households who need housing-related support services: average financial characteristics		
Sub-area	*Mean*	*Median*
Income	10,250	£11,750
Savings	£33,000	£1,750
Equity	£250,000	£350,000

Source: Sutton OPHNS 2009

> ### *Housing-related support services*
>
> *The housing-related support service most used by respondents was a community alarm, while the most requested was a handyperson service. While over a third of households used some sort of support service, this was closer to a tenth for private renters and people who owned their home outright. Private renters had a higher than average need for support services, and need was highest in St Helier, The Wrythe and Wandle Valley sub-area where current use is also amongst the lowest. Older person households in need of housing-related support services had, on average, a large amount of equity.*

Assessment of current and future need for housing-related support services

7.16   Using the weighted data on the total number of older person households in Sutton, we can estimate how many have and need housing-related support services. This is given in Table 7.14, along with how many households do not currently use housing-related support services, but say they need them. As stated at the start of this chapter, these figures are based on survey respondents' self-perceived support needs, and may therefore be higher than those formed during an individual need assessment. It should also be pointed out that:

- The figures refer to older households currently in need of support services, rather than based on need over the next two years as done for specialist housing in the accommodation assessment.

- The future projections are net need and take into account the projected number of older households who will receive adaptations through the Council this year.

- The net figures assume that all those who state a need for a service will in fact access it. In reality this is limited by awareness of which services exist and how they can be accessed. Also, a household's requirement for housing-related support may recur dependent on the need of the individual and the condition of the property they occupy.

- The figures are cumulative and so reduce as need is met over the time periods

7.17   In total 3,834 older person households are estimated to use at least one housing-related support service (21.7%), although 1,646 (9.3%) households say they require additional housing-related support services. Most of these however – an estimated 984 households – do not currently receive any services, while the remaining 662 receive one at the moment, but require more. This suggests that most of those who use services are receiving an appropriate level of support, but that there are a large number of households in need who are not currently receiving any housing-related support services.

Table 7.14 Current use/need for housing-related support services	
Status	Number
1) Currently use at least one	3,834
2) Currently need at least one	1,646:
(i) Need additional housing-related support but already use at least one	662
(ii) Don't use any housing-related support service and need at least one	984

Source: Sutton OPHNS 2009

7.18   As with adaptations we have estimated how the need for housing-related support services is likely to change in the future (see 5.38 for methodology). The results are shown in Table 7.15. The need for housing-related support services is expected to grow, and by 2014/15 1,782 households will require services, increasingly to 1,975 by 2019/20. In numerical terms, most of the growth in need for housing-related support will be among 75-84 year olds (an extra 107 by 2019/20).

Table 7.15 Future growth in need for housing-related support services by age group			
Age Group	*2009/10*	*2014/15*	*2019/20*
55 to 64	438	453	521
65 to 74	486	557	588
75 to 84	562	597	669
85+	160	175	197
Total	**1,646**	**1,782**	**1,975**

Source: Sutton OPHNS 2009

7.19   The same growth rates have also been applied to each specific housing-related support service for the period to 2020 (Table 7.16). As with adaptations, supply figures for the number of new households who will receive the service are included to produce the net need which is then projected forward to 2020. There are two exceptions. The first is the handyperson service, where figures are not available on the number of new households who will receive the service next year. As a handyperson service is used on an ongoing basis by households who have a difficulty with maintenance tasks (e.g. gardening or minor repairs), it is assumed that they will all continue to receive the service next year, unless their housing circumstances change meaning they will no longer need the service (e.g. move into specialist accommodation or leave the borough). This service can then be provided to new households. The supply figure is therefore the number of households whose housing circumstances will change (with proportions calculated from survey data and standard mortality rates). Presently there are 1,514 households using the service (125 by Sutton Staying Put and 1,389 by Age Concern Small Jobs). It is estimated that 356 new households will receive it next year. The second exception is equity release where the net need is the difference between the number who say they need the service and the number who used it last year.

7.20 Table 7.16 shows that the largest net need for housing related support is for a handyperson service. The net need for a handyperson service is currently 484 older person households rising to 574 in 2015-20. The survey results did not identify any additional net need for the community alarm during this year or the following two 5-year periods, which is why Table 7.16 shows a zero net need figure for this service. The survey data may represent an underestimated need, as the need for a community alarm may arise quickly and unpredictably (e.g. after a crisis such as a fall), which would explain why a low number of respondents indicated a need for the service. As explained above, the assessment for all services assumes that all those who state a need will be provided with the service, when in reality this is affected by the household's ability to access it. The remit of the research does not take into account households who may access a similar service through the private sector.

Table 7.16 Future growth in need for each housing-related support service					
Housing-related support service	*Gross need, 2009/10*	*Supply, 2009/10*	*Net need, 2009/10*	*Net need, 2010-15*	*Net need, 2015-20*
Handyperson service	840	356*	484	525	574
Telecare service	283	90	193	214	237
Help to access other services	267	145	122	142	169
Safecall community alarm	231	385	0	0	0
Equity release scheme	80	3	77	83	91
Total households	**1,701**[†]	**979**	**722**	**827**	**957**

* 1,514 households currently use the service (125 by Sutton Staying Put and 1,389 by Age Concern Small Jobs). 356 is the estimated number of new households expected to receive it next year based on the explanation in 7.19.

[†] This is the total number of support services required, and is higher than the total number of households who require a support service (see 7.10).

Source: Sutton OPHNS 2009

> **Need for housing-related support services**
>
> *It is estimated that 1,646 older person households are in need of additional housing-related support services. This is projected to rise to 1,782 households by 2014/15 and 1,975 by 2019/20. Taking into account supply, the main service required currently and in the future is a handyperson scheme.*

Summary

- Survey respondents indicate a need for additional housing-related and other support services to enable them to continue living in their current home. The most commonly requested support service was a community alarm whilst the most frequently requested service was household maintenance via a handyperson scheme.

- In terms of the type of tenure of older people who already use housing-related support services, the survey found that a third of older person households who owned their home or had already moved to specialist accommodation used support services. In contrast, older person households who live in social rented general needs or private rented housing were less likely to do so. Need was highest among older people in these tenure groups.

- Use of housing-related support services was highest in the wealthier south and west of the borough. However, need was highest in the more deprived northern parts of Sutton.

- In total it is estimated that currently 1,646 households require additional extra housing-related support services, rising to 1,975 by 2019/20. Making allowances for current supply, the most additional need is for a handyperson service followed by floating support.

- The survey findings suggest housing-related support services will need to be closely targeted at sub-areas such as St Helier, The Wrythe and Wandle Valley, and Sutton (North, Central, or West), and at social and private rented tenants, where there is currently an under-provision.

Section D: Focus groups

This section summarises the discussions held at two focus groups with older people: one with residents of a sheltered housing scheme and one with older people considering their housing options as they got older.

8. Focus groups with older people

Introduction

8.1   As part of the research for this report, two focus groups were held with older people currently living in a variety of tenures across the borough. In total thirteen people attended the focus groups and included older people living in sheltered housing schemes, owner-occupiers, private and social renters, and those living with family in private accommodation. Five participants were from an ethnicity minority group, including Afro-Caribbean and Pakistani communities. There was a noted under representation of men within the focus groups with only three taking part. Participants ranged from 55-84 years of age providing a good age range of the older community.

8.2   The aim of the focus groups was to gain in-depth information on the perceptions of specialist accommodation and housing-related support services in the borough, and the type of support needs they envisaged needing help with from the Council in the future.

Current accommodation

8.3   The majority of participants were happy in their current accommodation, with a predominance of satisfaction amongst those currently living in social rented specialist housing.

> *"I have never been sorry to have moved in here, I've been happy all the time"* – Sutton Housing Partnership sheltered scheme resident

8.4   One participant expressed feeling very unhappy in their current accommodation (a housing association property allocated through a choice-based letting scheme) describing a sense of isolation, and another was unhappy in their home (living with family) due to mobility restrictions within the property (a three story town house).

8.5   When asked about the reasons for moving to their current homes, responses ranged from bereavement of spouse, planning for future mobility problems, not being able to manage in their previous homes due to difficulties with maintenance and gardening, moving to be closer to family, at the request of the Council, and due to previous lease expiry.

8.6   For those living in sheltered housing schemes very few complaints were made regarding current accommodation. One of the problems noted was in the distribution of first floor accommodation which proved to be a problem for some residents with mobility issues; it was thought by participants that there was an overwhelming preference for ground floor accommodation which would be able to meet needs even if mobility problems were experienced later on in life.

8.7   For those living in general needs accommodation, ground floor residences and being able to use stairs were the main issues raised. This included problems sharing homes with people who did not have the same mobility issues:

> *"When you live with someone and you have a stair lift it is very difficult; for example we live together and I start going up the lift and you also want to go upstairs there is not enough room on the stairs and they need to wait"* General needs, living with family

8.8   A sense of isolation was a concern for participants who had recently moved and were new to the neighbourhood, not in close proximity to family and not knowing of other older people or accessible community groups. One participant with a support worker complained that once the Council had allocated her a property, she felt she had been left deserted by support services when she still needed help adjusting to new living arrangements. Another complained about the lack of information available to owner-occupiers:

> *"They never tell* you *anything if you have your own property. I don't know where to go to find out about services and things I need help with"* General needs owner-occupier

8.9   Participants living with family expressed the benefits of being in close proximity to a strong support network which could ensure individuals had a good level of wellbeing and care. Overall, living with family allowed older people a sense of security and assurance that they had care when needed. This was seen as an important factor in ensuring happiness in the home.

> *"When you live in a family house people can come together, all the children, the grandchildren - any time we want. It's like a family house, everyone chips in"* General needs, living with family

> *"Staying with family is good but not everyone has a family - you feel secure, you don't have to cook - but security is the number one thing, accommodation security and safety from street crime"* General needs, living with children

Future housing needs

8.10   Most residents living in general needs housing thought that they would need a move into more sheltered accommodation if they developed additional support needs. The most popular choice was to move into individual accommodation on a sheltered scheme with a warden, as this was thought to provide both the independence of living alone alongside the security of knowing people are there to ensure individuals are safe. A sheltered scheme also gives the option of offering an increased level of integration with a community of those at a similar age and in similar circumstances. All interviewed expressed a desire to remain within Sutton if they moved home.

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"If I cannot do some of the activities that I do now, I would go for a flat. Much easier, you have a garden which isn't your responsibility, with a warden" – General needs, private renter

8.11   A number of suggestions were made regarding allowances which could be made to specialist accommodation to meet the needs of older people. One of the central issues for those currently living in sheltered housing was to ensure that wardens were not replaced by floating support wardens

"Floating wardens are not the same as resident wardens, resident wardens know us and we know them, we trust them. It's important because not all of us have our family living nearby and we need to have a face around we know." – Sheltered housing resident

8.12   Several features were pointed out by those currently living in ordinary accommodation that they would look for in a sheltered scheme. These included a close proximity to shops and transport links, a safe well lit area, well designed alterations to fixtures and fittings simple enough, large enough and at the right height to cater for those in a wheelchair or with reduced sight or dexterity. It was also noted that heavy doors in public buildings exemplified in disabled toilet facilities were too heavy for frail elderly users and electric doors did not allow enough time for people with mobility issues to access them.

8.13   Important to potential sheltered housing residents was the availability of a shared communal space which would be available for all to come together, eat, share food, have social activities or classes such as computer training and tai chi. These features were very popular with participants from ethnic minority groups who placed emphasis upon the communal nature of their culture, as exemplified in the Euro Asians social club:

"Our club is ideal we have everybody, we have a good assortment of Christians, Muslims and the majority are Hindi, we all get on as we all like the food" - General needs, social renter

8.14   However, it was felt that the price of such schemes and the perception that they would have to pay was off-putting to owner-occupiers and prevented them from enquiring about various housing options. None of those living in general needs accommodation were aware of equity release schemes and it was felt that very little information was available to them.

Housing-related support services

8.15   All the residents of the sheltered scheme were responsible for the upkeep of their property, whilst the social landlord was responsible for repairs. Several participants in the sheltered scheme had had major alterations to their homes done, such as the instillation of wet rooms at the recommendation of their doctor. If they were looking into doing work in the home they contacted the handyperson service through Age Concern which they felt offered a trustworthy and reliable service at a price they could afford (usually a voluntary contribution) and covered tasks such as changing light bulbs, unblocking drains or hanging curtains. There were also communal gardens which the residents collectively paid a gardener to maintain when necessary.

8.16   This method was preferred as many respondents noted that the local authority had a slow response rate and were often unwilling to help. In this case there was a preference for help which was immediate and tangible instead of assistance over the telephone, which was seen as remote and not necessarily practical

>   *"I have a tree in front of my* window *and I can't see who is around in the street, it also makes the kitchen very dark during the day. I called the council to ask them to cut the branches back and they told me they couldn't do it - even though it is their tree."* Sheltered housing resident.

8.17   The most important support service used was the residential wardens who maintained daily contact with residents and ensured involvement in social events. There was a belief amongst residents that the resident wardens were in danger of being replaced by floating support workers and this was strongly discouraged

>   *"The wardens here know us; when I was not very well I thought that I would be OK, but the warden insisted I go to hospital to make sure. He stayed with me until the ambulance arrived to make sure I was alright."* Sheltered housing resident.

8.18   Resident wardens acted to monitor the health and wellbeing of residents along with ensuring that residents were involved in events such as games nights or tea afternoons. The suggestion of floating support was discouraged as previous experience showed poor response times and the anonymity of the service for potentially at risk service users.

8.19   For those living in general needs accommodation, none made frequent use of the support services available in Sutton, mostly putting this down to relying on prior networks of help or not being aware of such schemes. When available services were described to participants, a level of interest was expressed and most said they would like to learn more about what was available. This included support and assistance provided through the internet and floating support home visits. Types of support required included alarm systems, help with shopping and help with cooking or providing meals.

8.20   Overall there was interest in housing-related support services; however, a low awareness was noted of what was actually available, such as the handyperson scheme or equity release schemes. Most participants were not aware of which part of the Council they should contact to find out more. As the factor of cost was an issue for many in accessing support and sheltered accommodation further promotion of equity release may be of benefit. One of the participants noted that they had used the choice-based letting system; however, they had found it difficult and lengthily in finding a property and, when one became available, she felt obliged to accept it to avoid a longer wait. It was noted that through the choice-based letting scheme it was difficult to find the right property in the right area, close to family.

Community

8.21   For those living in sheltered housing, community was seen to begin with the wardens and the events which they held to encourage residents to socialise; the community centre served as the hub for social events and seemed well utilised by residents.

8.22   Some of the attendees expressed a concern over the perceived fragmentation of the community aspect of the scheme. This was put down to under 55 year olds becoming eligible for accommodation in supported schemes. It was seen that these younger residents often kept themselves to themselves which led to a gap between residents and a loosening in the cohesion of the scheme.

8.23   A sheltered housing resident from an ethnic minority expressed feeling caution at possible cultural differences between her and other White residents *"I don't know if I can pop over to their house for a cup of tea, I don't know if I would be welcome"*. This suggests that programmes to ensure cohesion are important as the older ethnic minority community begins to grow.

8.24   For those living in general needs accommodation, a sense of community was achieved through attending community groups and taking part in communal activities, both were seen as crucial for alleviating isolation and discussing experiences to solving problems.

Summary

- The importance of accessible housing was stressed by participants in all housing types, including ground floor accommodation with low maintenance gardens. Many complaints of current accommodation were in response to having difficulties using stairs.
- Location of family members and how they assist in support and care was important for many older people; one of the deciding factors for accommodation choice was how nearby family lived.
- The most popular type of specialist housing was a sheltered housing scheme, offering independent housing units, with supervision from on-site wardens.

- Communal activities and groups were seen as important in ensuring people remained engaged and active with their local community. It was also seen as having the benefit of ensuring wellbeing through group members looking out for the welfare of others.

- Participants in owner-occupied ordinary accommodation had low awareness of how they could access information and assistance from the Council (including equity release and choice-based lettings). Although most did not have support needs which needed addressing, this lack of information made it harder to plan their future housing. Dedicated information regarding the internet in housing options was suggested as a suitable ways to ensure they were kept informed.

- Low levels of awareness of available housing-related support and accommodation options also contributed to owner-occupiers having an incorrect perception of specialist housing, particularly in relation to what housing-related support was available to them.

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Section E: Conclusions and recommendations

The final section of the report brings together the main findings from the research and makes a number of recommendations to help meet the housing and housing-related support requirements of older people in Sutton.

9. Conclusions and recommendations

Introduction

9.1 This report has drawn on a number of different data sources to outline the housing needs of older people in Sutton. These include the 2008 Housing Needs Survey, ONS and GLA population estimates, Council databases on clients of older people services, a consultation with stakeholders, and a postal survey of older people in Sutton. The main findings from each chapter are presented here, followed by policy recommendations for the council to consider.

Main findings

Profile of older people living in Sutton

9.2 There are almost 45,000 older people in Sutton making up 24.2% of the total population. There are an estimated 17,680 older person households in the borough. The number is expected to grow by 41% by 2030 when they will comprise 30% of the population. The proportion will be slightly higher in the borough than the average anticipated for outer London boroughs. The ethnic profile is also expected to change. The proportion that is White will fall from 91% to 85%, with large percentage increases among Indian, Other Asian and Black Caribbean groups.

9.3 The rising older population will mean more homes specifically designed for older people are required, along with housing-related support services to promote independent living. Currently, Supporting People funds 1,121 sheltered housing units, 173 extra care units, and floating support schemes for 145 older people in Sutton. Additionally there are 300 private retirement homes and 800 residential care units in the borough. There is a concentration of sheltered and extra care sheltered schemes in the centre of the borough and along a central spine running from St Helier down to Belmont.

9.4 A large proportion of older people live in the wealthier south and west of the borough, especially in Cheam and in Wallington South, a ward where older person households make up the majority. Despite the overall picture of relative prosperity, there also significant numbers of older people in more deprived areas, such as St Helier, Sutton town centre and Beddington South, and who are more likely to be in receipt of means-tested benefits and living in social rented housing.

9.5 The majority are owner-occupiers: 75% own their home (55% without a mortgage), 19% rent in the social sector and 6% rent in the private sector. There is variance with age showing a trend away from owner-occupation and into the social rented sector (which include most specialist accommodation schemes) after the age of 75.

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Stakeholder consultation

9.6   The consensus among stakeholders was that there was no overall shortage of specialist housing in Sutton, but that improvements were needed in terms of location, design, accessibility and size.

9.7   Difficulties were reported in ensuring older people received the appropriate levels of care due to a lack of awareness and information and their own under interpretations of their needs, therefore not always seeking support at an appropriate time. The overwhelming preference to stay in their own home meant that older people's housing needs were sometimes under-estimated.

9.8   Early intervention through an increase in information on available housing options was promoted; this could cover both care and financial preparation including equity release schemes.

9.9   It was thought that the take-up of services and support was lowest amongst BME communities, and it was suggested that support services should be delivered to BME older people through mainstream channels which have the flexibility to cater for cultural differences between groups.

9.10   An important element that was mentioned throughout the stakeholder focus group was the need for service providers, social services and health services to work together to meet the needs of older people. It was felt that there was room for improvement in this area of work to ensure that any future provision of specialist housing adequately met older people's needs.

Survey of older person households

9.11   A survey took place of older people in Sutton, with questionnaires distributed to sheltered housing residents, service users and households who had previously responded to the 2008 HNS. In total 534 responses were received, a response rate of 27%.

9.12   The sample was weighted to adjust for the higher proportion of over 65s, social housing tenants and residents in the centre and south west of the borough found in the survey than in the general older person population meaning that estimates for the housing needs of all older people in Sutton can therefore be made.

Need for specialist accommodation

9.13   The vast majority of households – especially owner-occupiers – did not need or were not likely to move home in the next two years. Of the 18% who were, a quarter were general needs social renters and a quarter were private renters. Anticipating future support needs or having existing ones met were among the main reasons for moving.

9.14   Three scenarios are used as the basis for assessing need for affordable specialist accommodation, depending on how the Council allocates units. Firstly, if the specialist housing stock is made available to older people who have the financial capacity to afford private sector units, then given the existing turnover of sheltered and extra care sheltered stock there is a net requirement over the next two years of 148 units. This is projected to increase to 331 during 2011-16 and to 548 during 2021-26, as the older population continues to rise (scenario 1).

9.15   However, if those with the financial means to access the private sector are excluded from social rented specialist housing, there is an overall need for only 20 units over the next two years, rising to a small surplus during 2011-16, and becoming a net requirement of 145 during 2021-26 (scenario 2).

9.16   A third scenario is that social renters who expect or need to move home are transferred from general needs to specialist accommodation. This produces a large requirement for specialist housing: 445 units over the next two years, rising to 1,103 during 2011-16 and to 2,709 during 2011-26.

9.17   The majority of households in need stated a preference for sheltered housing with a warden. In terms of location, at sub-area level there was a preference to live in the wealthier, southern parts of the borough. Around two-thirds of future units will need to have one bedroom to meet preferences, the remainder having two.

Need for adaptations and housing-related support

9.18   In total it is estimated that 3,274 households have a need for additional adaptations to their home, and that 1,646 require extra housing-related support services. These are projected to grow to 3,941 and 1,975 respectively by 2020. The survey findings suggest housing-related support services will need to be closely targeted at sub-areas such as St Helier, The Wrythe and Wandle Valley, and Sutton (North, Central, or West), and at social and private rented tenants, where there is currently an under-provision.

9.19   In terms of the type of older people who already have adaptations and housing-related support services, the survey found considerable variation between tenure and location. Most respondents who owned their home or had already moved to specialist accommodation had adaptations, and around a third used support services. In contrast, respondents who live in social rented general needs or private rented housing were less likely to do so, and demand for both adaptations and support services were high among older people in these tenure groups. Use of adaptations and support services was highest in the wealthier south and west of the borough.

Older people living in specialist housing

9.20   The majority of respondents in specialist housing currently have their housing-related needs met. The results also emphasise the popularity and importance of community alarm systems in improving residents' living circumstances and sense of security.

9.21   The main adaptations the survey points to are a large demand for accessible bathrooms and toilets which is not currently met throughout the specialist accommodation sector.

Owner-occupiers

9.22   Owner-occupiers tend to live in the wealthier west and south of the borough; most did not need or were likely to move home. There is minimal over-occupation; a small majority of older owner-occupiers' homes are under-occupied. While there appears to be capacity for most owner-occupiers to fund adaptations or future housing-related support, there is very little interest in equity release schemes.

9.23   Owner-occupiers were among the most likely to already have adaptations and use support services. The main adaptation required was a downstairs toilet, followed by extra handrails and level access shower. The most needed housing-related support was a handyperson service.

Private renters

9.24   Private renters were more likely to need adaptations and housing-related support services than older people in other tenure groups and they were the least likely to currently have them. The main adaptations required were level access shower and downstairs toilet, while the main housing-related support services were household maintenance and a community alarm.

9.25   Almost two-thirds of private renters lived in two sub-areas: Beddington and Wallington, and St Helier, The Wrythe and Wandle Valley.

Social renters in general needs housing

9.26   Older people in general needs social housing were slightly younger than the overall sample, and concentrated in sub-areas with high amounts of social housing.

9.27   No significant differences were found between older people in general needs social housing and other older people in terms of adaptations and housing-related support services needed; improved bathroom access and household maintenance were the main ones needed.

Focus groups with older people

9.28   The importance of being able to access ground floor housing in the borough was stressed, as was the importance of nearby support networks, including communal activities and wardens present onsite for specialist housing residents.

9.29   There was little awareness of how owner-occupiers could find information and assistance from the Council on their future housing options (including equity release and social housing lettings). This contributed to negative perceptions of specialist housing, particularly over its cost or what support was available to them.

Conclusions

9.30   Based on the research findings we make nine recommendations for Sutton Council to consider.

Specialist housing

9.31   If an affordability test is used to restrict access to social rented specialist housing and there is no movement of older people in general needs social housing into specialist units, almost all the estimated need can be met through existing provision in the next five years. In reality restricting access to social rented specialist housing is not possible, and households who could afford to access the private sector are included on social rented schemes waiting lists. Additionally, the vast majority of survey respondents in need preferred to move to social rented specialist housing, suggesting that very little of the need can be met in the private sector. If the Council is to continue meeting all older households' needs in the social rented sector, including existing tenants in general needs housing, there will need to be a large increase in affordable specialist housing units – 445 in the next two years and 2,709 during 2021-26. However, stakeholders suggested that some sheltered housing was subject to low demand due to its quality and location. For example, only 4% of households in need wanted to live in the Sutton sub-area where there is a concentration of schemes, in contrast to the more popular sub-areas in the south of the borough, which is where a large proportion of older people live. It is likely that demand for affordable specialist housing will grow as bringing forward new schemes improves its perception among older people.

> *Recommendation 1:*
> *The Council should reshape the specialist housing sector by addressing poor quality provision and under-capacity where there is high demand. Future provision should consider older people's current and preferred locations.*

9.32   While the survey found that most residents living in sheltered accommodation already have their housing-related support needs adequately met, over a third require additional adaptations, largely relating to bathroom access. This chimes with stakeholder comments that some of the sheltered stock in the social rented sector is outdated and needs improving to meet older people's expectations.

> *Recommendation 2:*
> *The Council should support the remodelling of existing sheltered housing units to ensure they offer a suitable alternative for older people whose high support needs mean they can no longer continue living in their own home. Older people should be consulted on the design of future schemes to assist with this process.*

9.33 Among specialist housing types, the survey found a preference from two-thirds of older person households for living in sheltered housing with a warden, which was also preferred by focus group participants. However, the Council is moving away from providing 24 hour onsite wardens and looking at more efficient ways of providing support. Minimal interest was expressed in other accommodation forms, possibly because new models such as extra care are not yet widely used or understood terms.

> *Recommendation 3:*
> *If the large preference for having wardens onsite at sheltered housing schemes cannot be met, the type of support available should be clearly communicated to potential residents, as should the move from residential to extra care sheltered housing.*

Adaptations and housing-related support services

9.34 The overwhelming preference of older people is to stay living in their own home: less than a fifth need or are likely to move in the next two years. However, there are high numbers in need of housing-related support services. The most needed types are relatively low level, such as a handyperson. This indicates a shortage of housing-related services for older people, at a price which is affordable, if their aspirations to stay in their home are to be realised. Providing sufficient housing-related support could help reduce the number of older people requiring a move to specialist accommodation.

> *Recommendation 4:*
> *The Council should provide a broader and more flexible range of floating support services for older people to enable them to live independently.*

> *Recommendation 5:*
> *Housing-related support services should be targeted at groups most in need, particularly private renters and those in more deprived areas. Providing a focus on the sub-areas where need is highest and outreach to private renters would help meet those most in need.*

9.35 The main types of adaptations which older people said they needed are quite extensive, involving large-scale improvements to showers, bathrooms and toilets. For owner-occupiers without large savings or incomes, equity release would be one way of funding these adaptations. However, interest was minimal and take-up so far has been very low. In the social rented sector, stakeholders suggested that social housing providers could improve their record keeping on which homes have adaptations to ensure they are allocated to those most in need. As with housing-related support services, private renters were the most in need of adaptations.

Recommendation 6:

The Council should promote equity release schemes as one way for older owner-occupiers to stay living in their own home for longer. This should be done at an early stage in the context of supporting informed choices about the range of available housing options, including assistance with obtaining housing-related and other support services.

Recommendation 7:

Given the expense of adapting existing homes for life-long living, the Council should encourage social housing providers to make sure already adapted homes are not 'lost' when a home is transferred to a tenant who does not require the adaptations.

Recommendation 8:

The Council should work with private sector landlords to increase awareness of accessibility requirements and funding options for property alterations.

Information provision

9.36   Finally, a further finding from the research is the importance of providing accessible and impartial information on housing options to older people. This would help older people through the occasionally complex process of accessing housing-related support, enable them to do so at an early stage in a way which meets their needs, and ultimately help to allow them to live independently for longer.

Recommendation 9:

The Council should consider providing a dedicated housing advice service for older people, in conjunction with voluntary and statutory service providers. Outreach should take place at an early stage in areas of the borough and among tenure groups where take up of support services is low.

Appendix 1: Financial information

A1.1   Using the survey data, Table A1 gives the financial characteristics of older people in each tenure group. Owner-occupiers with a mortgage have the largest income and savings over three times the average. Private renters have the least in savings, but have a slightly higher income than social renters.

Table A1 Average income, savings, equity by tenure group of older person households			
Tenure	*Savings*	*Income*	*Equity*
Owner-occupier (no mortgage)	£6,800	£19,250	£350,000
Owner-occupier (w/ mortgage)	£26,750	£23,750	£150,000
Social rented	£8,560	£8,750	N/A
General needs housing	*£8,560*	*£8,900*	*N/A*
Specialist housing	*£8,560*	*£8,150*	*N/A*
Private rented	£3,700	£10,250	N/A
Average all older people	**£7,500**	**£16,250**	**N/A**

Source: Sutton OPHNS 2009

A1.2   Table A2 presents the same information by age group. There is a noticeable drop in income for those aged over 65, and savings decrease over 75, although equity among owner-occupiers is higher among the older age groups.

Table A2 Average income, savings, equity by age group of older person households			
Age group	*Savings*	*Income*	*Equity*
55 to 64	£7,500	£21,500	£250,000
65 to 74	£7,500	£14,750	£300,000
75 to 84	£10,000	£14,500	£325,000
85 plus	£5,500	£11,250	£325,000
Average all older people	**£7,500**	**£16,250**	**£300,000**

Source: Sutton OPHNS 2009

A1.3   Regarding location, the sub-area with the highest income in Sutton South, Cheam and Belmont. Savings and equity is highest in Cheam North and Worcester Park.

Table A2 Average income, savings, equity by age group of older person households			
Age group	*Savings*	*Income*	*Equity*
Beddington and Wallington	£7,500	£17,250	£300,000
Carshalton & Clockhouse	£6,000	£17,000	£250,000
Cheam North & Worcester Park	£17,250	£17,750	£625,000
St Helier, The Wrythe, & Wandle Valley	£3,000	£15,500	£250,000
Sutton (North, Central, or West)	£5,250	£15,500	£400,000
Sutton South, Cheam, & Belmont	£16,500	£20,750	£350,000
Average all older people	**£7,500**	**£16,250**	**£300,000**

Source: Sutton OPHNS 2009

Appendix 2: Survey weighting process

A2.1   Chapter 4 described how the survey data was weighted to take into account secondary data sources on the overall characteristics of the older person households in Sutton, to give an estimate of the situation of all older person households rather than just the respondents of the questionnaire.

A2.2   The process assigns a numerical 'weight' to each individual questionnaire response. This indicates the number of households in Sutton as a whole that each individual response is taken to represent.

A2.3   The process in detail is as follows:

i)   Secondary data is gathered and assessed for each of the key variables of tenure, location and age group (as presented in Chapter 2).

ii)   The data is grossed up to match the total estimated number of older person households in Sutton. In order to do this, each household is allocated an identical weight, equivalent to the ratio of estimated total households to survey responses.

iii)   Starting with tenure, the profile of households from the secondary data is compared to the profile of households responding to the questionnaire.

iv)   Where a household is in an under-represented tenure category (e.g. if the proportion of respondents in private rented housing is lower than the estimated proportion of households from secondary data), that household's weight is increased appropriately. Conversely, if the household is in an over-represented tenure category, its weight is decreased. After this, the data will show a profile of tenures identical to the secondary data.

v)   This process is repeated for location and then age group, bringing the dataset into line with each of these variables in turn.

vi)   However, each time the dataset is weighted to a new variable, this slightly dilutes the weighting applied to match the previous variable, so that it (by a small amount) no longer matches the profile of tenures obtained from secondary data. To counteract this, the weighting is repeated as a cycle until values can be found for the weight of each survey response which allow the dataset to be weighted simultaneously by all key variables to a reasonable level of accuracy (typically ±0.1%).

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Appendix 3: Survey respondents in each tenure

Introduction

A3.1   The following gives the analysis of survey respondents living in specialist accommodation, owner-occupation, private rented and general needs social rented housing. For much of the analysis, sample sizes are too small to present figures weighted to the entire population, hence the raw, unweighted survey responses are given.

Specialist accommodation residents

Table A3.1 Specialist accommodation types		
	Number	*Percentage*
Sheltered accommodation w/ warden	109	82.6%
Sheltered accommodation w/out warden	12	9.1%
Extra care sheltered housing scheme	8	6.1%
Supported housing scheme	2	1.5%
In NHS care	1	0.8%
Total	132	100%

Source: Sutton OPHNS 2009

Table A3.2 Housing problems of respondents in specialist accommodation				
Problem	*A Problem*		*A Serious Problem*	
	Number	*Percentage*	*Number*	*Percentage*
Difficulty in maintaining home	16	12.1%	4	3.0%
Proximity to carer/friend	9	6.8%	4	3.0%
Accommodation too expensive	8	6.1%	1	0.8%
Difficulty in using the stairs	7	5.3%	2	1.5%
No room for live in carer	6	4.5%	2	1.5%
Harassment from neighbours	5	3.8%	0	0.0%
Poor public transport links	5	3.8%	2	1.5%
Home is in disrepair	5	3.8%	0	0.0%
Health of household is at risk	2	1.5%	1	0.8%
Share a bathroom/toilet/kitchen with another household	4	3.0%	0	0.0%
Lacking basic facilities	4	3.0%	1	0.8%
Under notice of eviction/repossession, threat of notice, lease is ending	4	3.0%	0	0.0%
Difficulty accessing garden	4	3.0%	0	0.0%
Poor local employment opportunities	1	0.8%	0	0.0%
Unable to access important facilities	0	0.0%	0	0.0%
Total	26	19.7%	14	10.6%

NB: Respondents could give more than one answer

Source: Sutton OPHNS 2009

Support services and adaptations needed

Table A3.3 Need for support services for respondents in specialist accommodation		
Housing-related support service	*Number*	*Percentage*
Handyperson service	12	9.1%
Help to access other services	10	7.6%
Telecare Service	4	3.0%
Safecall community alarm	3	2.3%
Equity release scheme	1	0.8%
Other care service	*Number*	*Number*
Vision and hearing service	8	6.1%
Meals on wheels	4	3.0%
Homecare-Help with managing at home	2	1.5%
Homecare-Help with personal care	1	0.8%

NB: Respondents could give more than one answer

Source: Sutton OPHNS 2009

Table A3.4 Adaptations needed for respondents in specialist accommodation		
Adaptation	*Number*	*Percentage*
Extra Handrails	13	9.8%
Lift/stair lift	15	11.4%
Downstairs toilet	4	3.0%
Level access shower unit	54	40.9%
Improved car parking access	12	9.1%
Other alterations to increase mobility	5	3.8%
Other alterations to bathroom/toilet	23	17.4%
Alterations to kitchen	14	10.6%

NB: Respondents could give more than one answer

Source: Sutton OPHNS 2009

Owner-occupiers

Tenure, age and location

Table A3.5 Breakdown of respondents in owner-occupation		
Ownership	*Number*	*Percentage*
Own property outright	242	71.8%
Own with mortgage	93	27.6%
Shared ownership	2	0.6%
Total	**337**	**100.0%**

Source: Sutton OPHNS 2009

Table A3.6 Age of owner-occupiers				
Age group	*Own outright*		*With mortgage*	
	Number	*Percentage*	*Number*	*Percentage*
55 to 64	62	25.6%	38	40.0%
65 to 74	91	37.6%	24	25.3%
75 to 84	66	27.3%	18	18.9%
85 plus	23	9.5%	15	15.8%
Total	**242**	**100.0%**	**95**	**100.0%**

Source: Sutton OPHNS 2009

Table A3.7 Location of owner-occupiers				
	Own outright		With mortgage	
Sub-area	*Number*	*Percentage*	*Number*	*Percentage*
Beddington and Wallington	47	19.4%	20	21.0%
Carshalton & Clockhouse	31	12.8%	13	13.7%
Cheam North & Worcester Park	45	18.6%	13	13.7%
St Helier, The Wrythe, & Wandle Valley	17	7.0%	15	15.8%
Sutton (North, Central, or West)	29	12.0%	18	18.9%
Sutton South, Cheam, & Belmont	73	30.2%	18	18.9%
Total	**242**	**100.0%**	**95**	**100.0%**

Source: Sutton OPHNS 2009

Housing characteristics

Table A3.8 Occupation levels of owner-occupiers								
	Over occupied		*Suitable*		*Under occupied*		*Total*	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Own outright	0	0.0%	106	43.8%	136	56.1%	242	100.0%
Own w/ mortgage	1	1.0%	35	36.8%	59	62.1%	95	100.0%
Total	**1**	**0.4%**	**141**	**41.8%**	**195**	**57.9%**	**337**	**100.0%**

Source: Sutton OPHNS 2009

Table A3.9 Owner-occupiers' moving intentions						
	Own property outright		*Own with mortgage*		*Total*	
Move now	0	0.0%	1	1.1%	1	0.3%
Move within a year	18	7.4%	7	7.4%	25	7.4%
Move in 1-2 years	41	16.9%	16	16.8%	57	16.9%
Move in 2-5 years	53	21.9%	20	21.1%	73	21.7%
Not likely to move	130	53.7%	51	53.7%	181	53.7%
Total	**242**	**100.0%**	**95**	**100.0%**	**337**	**100.0%**

Source: Sutton OPHNS 2009

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Table A3.10 Reasons for moving: own outright		
Reason	*Number*	*Percentage*
To prepare for future age-related issues	10	55.6%
Current home is too big	8	44.4%
Be closer to friends/family	7	38.9%
To live in better environment	4	22.2%
Move to cheaper accommodation	4	22.2%
Unable to generally manage	7	38.9%
To have accommodation w/ warden	6	33.3%
Access problems e.g. stairs	3	16.7%
Closer to transport links	2	11.1%
Access problems to bathroom	3	16.7%
Receive higher levels of care	2	11.1%
Other	3	16.7%
Total	**18**	**100.0%**

NB: respondents could give more than one answer.

Source: Sutton OPHNS 2009

Table A3.11 Reasons for moving: own with mortgage		
Reason	*Number*	*Percentage*
To live in better environment	9	39.1%
To prepare for future age-related issues	5	21.7%
Be closer to friends/family	3	13.0%
Move to cheaper accommodation	3	13.0%
Current home is too big	2	8.7%
Other	4	0%
Total	23	100.0%

NB: respondents could give more than one answer.

Source: Sutton OPHNS 2009
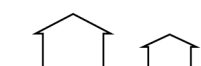
Need for adaptations and housing-related support services

Table A3.12 Adaptations needed by owner-occupiers				
Adaptation	*Own outright*		*With mortgage*	
	Number	*Percentage*	*Number*	*Percentage*
Downstairs toilet	15	5.5%	10	4.2%
Extra Handrails	12	4.4%	11	4.7%
Level access shower unit	12	4.4%	10	4.2%
Other alterations to bathroom/toilet	8	2.9%	6	2.5%
Improved car parking access	7	2.5%	6	2.5%
Alterations to kitchen	4	1.5%	3	1.3%
Lift/stair lift	2	0.7%	2	0.8%
Other alterations to increase mobility	3	1.1%	2	0.8%
Other	12	4.4%	9	2.8%

NB: respondents could give more than one answer.

Source: Sutton OPHNS 2009

Table A3.13 Need for support services among owner-occupiers				
	Own outright		*With mortgage*	
Housing-related support services	*Number*	*Percentage*	*Number*	*Percentage*
Handyperson service	8	3.7%	2	5.1%
Safecall Community Alarm	5	2.3%	0	0.0%
Telecare Service	5	2.3%	1	2.6%
Equity release scheme	1	0.5%	4	10.3%
Help to access other services	1	0.5%	0	0.0%
Other care services	*Number*	*Percentage*	*Number*	*Percentage*
Homecare- help with managing at home	7	3.3%	0	0.0%
Vision and hearing service	4	1.9%	0	0.0%
Meals on wheels	1	0.5%	0	0.0%
Homecare - help with personal care	0	0.0%	0	0.0%

NB: respondents could give more than one answer.

Source: Sutton OPHNS 2009

Financial information

Table A3.14 Owner-occupiers' annual income						
Income	Own property outright		Own with mortgage		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
£0- £10,000	28	11.4%	7	7.5%	35	10.3%
£10,001- £20,000	75	30.9%	14	15.0%	89	26.4%
£20,001- £30,000	52	21.6%	17	17.5%	69	20.4%
£30,001- £40,000	39	16.1%	14	15.0%	53	15.7%
£40,001- £50,000	29	11.9%	26	27.5%	55	16.3%
£50,001- £60,000	0	0.0%	0	0.0%	0	0.0%
Over £60,000	19	8.0%	17	17.5%	36	10.7%
Total	**242**	**100.0%**	**95**	**100.0%**	**337**	**100.0%**

Source: Sutton OPHNS 2009

Table A3.15 Owner-occupier households' total equity						
Equity	Own property outright		Own with mortgage		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
£1- 1,000	0	0.0%	5	5.0%	5	1.5%
£10, 001- £25,000	0	0.0%	7	7.5%	7	2.1%
£25, 001- £50,000	0	0.0%	0	0.0%	0	0.0%
£50, 001- £75,001	0	0.0%	0	0.0%	0	0.0%
£75, 001- £100,000	0	0.0%	5	5.0%	5	1.5%
£100, 001- £200,000	74	30.5%	26	27.5%	100	29.7%
£200,001- £300,000	100	41.5%	38	40.0%	138	40.9%
£300,001- £500,000	44	18.2%	10	10.0%	54	16.0%
£500,001- £750,000	21	8.5%	0	0.0%	21	6.2%
Over £750,000	3	1.3%	5	5.0%	8	2.4%
Total	**242**	**100.0%**	**95**	**100.0%**	**337**	**100.0%**

Source: Sutton OPHNS 2009

Table A3.16 Owner-occupiers' interest in equity release						
Equity release	Own property outright		Own with mortgage		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
Used	5	2.3%	4	10.5%	9	3.5%
Interested	1	0.5%	0	0%	1	0.4%
Not interested	206	94.5%	33	86.8%	239	93.4%
Not heard of	6	2.8%	1	2.6%	7	2.7%
Total	**218**	**100%**	**38**	**100%**	**256**	**100%**

Source: Sutton OPHNS 2009

Table A3.17 Owner-occupiers' savings levels						
Savings	*Own property outright*		*Own with mortgage*		*Total*	
	Number	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
No Savings	23	9.3%	24	25.3%	47	13.9%
Under £5,000	19	8.0%	24	25.3%	43	12.8%
£5,001- £10,000	28	11.4%	19	20.0%	47	13.9%
£10,001- £20,000	35	14.4%	7	7.4%	42	12.5%
£20,001- £50,000	36	14.8%	7	7.4%	43	12.8%
Over £50,000	101	41.9%	14	14.7%	115	34.1%
Total	**242**	**100.0%**	**95**	**100.0%**	**337**	**100.0%**

Source: Sutton OPHNS 2009

Table A3.18 Owner-occupiers' ability to pay for services						
Q: Do you think the current economic climate will affect your ability to pay for services?	*Own outright*		*Own w/ mortgage*		*Total*	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes, significantly	18	7.4%	8	7.9%	26	7.7%
Yes, a little	39	16.1%	5	5.3%	44	13.0%
Not sure	58	24.0%	22	23.1%	80	23.7%
No	127	52.5%	60	63.2%	187	55.5%
Total	**242**	**100.0%**	**95**	**100.0%**	**337**	**100.0%**

Source: Sutton OPHNS 2009

Private renters

Age and location

Table A3.19 Age of private renters		
Age group	*Number*	*Percentage*
55 to 64	24	58.5%
65 to 74	11	26.8%
75 to 84	3	7.3%
85 plus	3	7.3%
Total	**41**	**100.0%**

Source: Sutton OPHNS 2009

Table A3.20 Location of owner-occupiers		
Sub-area	*Number*	*Percentage*
Beddington and Wallington	14	34.1%
Carshalton & Clockhouse	6	14.6%
Cheam North & Worcester Park	8	19.5%
St Helier, The Wrythe, & Wandle Valley	12	29.3%
Sutton (North, Central, or West)	0	0%
Sutton South, Cheam, & Belmont	1	2.4%
Total	**41**	**100.0%**

Source: Sutton OPHNS 2009

Need for adaptations and support services

Table A3.21 Adaptations needed for private rented		
Adaptation	*Number*	*Percentage*
Level access shower unit	4	9.8%
Downstairs toilet	4	9.8%
Other alterations to bathroom/toilet	3	7.3%
Extra Handrails	3	7.3%
Other alterations to increase mobility	2	4.9%
Alterations to kitchen	2	4.9%

NB: Respondents could give more than one answer

Source: Sutton OPHNS 2009

Table A3.22 Need for support services		
Housing-related support services	*Number*	*Percentage*
Handyperson service	3	7.3%
Safecall Community Alarm	3	7.3%
Help to access other services	2	4.9%
Equity release scheme	1	2.4%
Telecare Service	0	0.0%
Other care services	*Number*	*Percentage*
Homecare- help with managing at home	2	4.9%
Vision and hearing service	1	2.4%
Homecare - help with personal care	1	2.4%
Meals on wheels	1	2.4%

Source: Sutton OPHNS 2009

General needs social renters

Age and location

Table A3.23 Age of older people in general needs social housing		
Age group	*Number*	*Percentage*
55 to 64	13	38.2%
65 to 74	12	35.3%
75 to 84	6	17.6%
85 plus	3	8.8%
Total	**34**	**100.0%**

Source: Sutton OPHNS 2009

Table A3.24 Location of older people in general needs social housing		
Sub-area	*Number*	*Percentage*
Beddington and Wallington	4	11.8%
Carshalton & Clockhouse	0	0.0%
Cheam North & Worcester Park	1	2.9%
St Helier, The Wrythe, & Wandle Valley	7	20.6%
Sutton (North, Central, or West)	19	55.9%
Sutton South, Cheam, & Belmont	3	8.8%
Total	**34**	**100.0%**

Source: Sutton OPHNS 2009

Need for adaptations and support services

Table A3.25 Adaptations needed for older people in general needs social housing		
Adaptation	*Number*	*Percentage*
Level access shower unit	8	23.5%
Other alterations to bathroom/toilet	7	20.6%
Downstairs toilet	3	8.8%
Extra Handrails	3	8.8%
Other alterations to increase mobility	2	5.9%
Alterations to kitchen	2	5.9%
Lift / stair lift	2	5.9%
Other	2	5.9%

NB: respondents could give more than one answer.

Source: Sutton OPHNS 2009

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Table A3.26 Need for support services from older people in general needs social housing		
Housing-related support services	*Number*	*Percentage*
Handyperson service	8	23.5%
Safecall Community Alarm	3	8.8%
Help to access other services	2	5.9%
Telecare Service	1	2.9%
Equity release scheme	0	0.0%
Other care services	*Number*	*Percentage*
Homecare- help with managing at home	3	8.8%
Homecare - help with personal care	1	2.9%
Vision and hearing service	0	0.0%
Meals on wheels	0	0.0%

NB: respondents could give more than one answer.

Source: Sutton OPHNS 2009

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Appendix 4: Survey questionnaire

OP

YOUR HOUSING NEEDS

Sutton

Dear Resident

The London Borough of Sutton is carrying out an important and confidential study of housing and would be grateful for your help. Older people are being asked to take part in this survey which will give information about the housing, support needs and aspirations of local people.

This information will be used to help the Council develop its housing and planning policies to best meet these needs in the coming years.

We are interested in getting a full range of views, from home owners as well as those who rent from the Council, from a Housing Association or a private landlord. Even if you are not planning to move, the information is important, as it will help to give a balanced picture of housing circumstances.

We would be very grateful if you would take a few minutes to complete the questionnaire and return it in the pre-paid envelope. As a token of our appreciation, you can be entered into a £100 cash prize draw. We would like to thank you in advance for your help with this project.

If you would like help with the form, please call Sharon Eusebe on Freephone 0800 163 231.

The data is being collected and analysed on behalf of the Council by Fordham Research. All of the information you give will be treated as strictly confidential and will only be used for the purpose of this survey. The Council will not see any of your individual replies nor will any of the information you give be passed on to any other agency or market research organisation.

Please return the completed questionnaire in the pre-paid envelope or send to:
FREEPOST, RRBE-RHHK-HJLZ, Fordham Research, 64 Ship Street, Brighton, BN1 1AE by **5th June 2009**.

Yours faithfully

Simon Latham
Executive Head of Services (Community Living)

Mariette Akkermans
Executive Head of Older and Disabled People Services

1

If you, or someone you know, need a translation of any part of this document please tick the box for the language required and complete the form below. Telephone 0800 163 231 for more information.

☑

Nëse ju ose dikush që njihni ka nevojë për një përkthim të ndonjë pjese të këtij dokumenti, ju lutemi shënoni me v kutinë për gjuhën e kërkuar dhe plotësoni formularin e mëposhtëm. Për më tepër informacion telefononi numrin 0800 163 231.

Albanian

إذا كنتَ أنتَ، أو شخص آخر تعرفه، بحاجة إلى ترجمة لأي جزء من هذه الوثيقة، فيرجى وضع إشارة في الخانة الخاصة باللغة المطلوبة وإكمال الاستمارة أدناه. ومن أجل الحصول على المزيد من المعلومات يرجى الاتصال بالهاتف رقم 0800 163 231.

Arabic

যদি আপনার, অথবা আপনার পরিচিত কোন লোকের, এই দলিলটির কোন অংশের অনুবাদের দরকার হয়, তাহলে যে ভাষায় অনুবাদের দরকার সেই ভাষার পাশের খালি ঘরে টিক চিহ্ন দিন এবং নিচের ফরমটি পূরণ করুন। এই ব্যাপারে আরো তথ্য বা খবরাখবরের জন্য 0800 163 231 নম্বরে ফোন করুন।

Bengali

જો તમને, અથવા તમે જાણતા હોય તેવી કોઈ વ્યક્તિને આ દસ્તાવેજના કોઈ પણ ભાગના તરજુમાની જરૂર હોય તો, કૃપા કરી જોઈતી ભાષાના બોક્સમાં નિશાની કરી અને નીચેનું ફોર્મ પૂરું કરો. વધારે માહિતી માટે 0800 163 231 ઉપર ફોન કરો.

Gujarati

यदि आपको, या किसी और को जिसे आप जानते हैं, इस दस्तावेज़ के किसी भाग का अनुवाद चाहिए तो कृपया वांछित भाषा के बक्स में सही का निशान लगाकर नीचे दिए हुए फ़ार्म को भर दें। अधिक जानकारी के लिए 0800 163 231 पर टैलीफ़ोन करें।

Hindi

如果你或你認識的人需要將此文件之任何部份翻譯，請在所需的語言上打 ✓，並填妥下列表格。要索取更多資料請致電 0800 163 231。

Chinese

اگر آپ کو، یا آپ کے کسی جاننے والے کو اس دستاویز کے کسی حصے کے ترجمے کی ضرورت ہے تو براہ مہربانی مطلوبہ زبان کے خانے میں ٹک کا نشان لگائیں اور نیچے دیا گیا فارم مکمل کریں۔ مزید معلومات کے لئے فون نمبر 0800 163 231 پر رابطہ کریں۔

Urdu

Name: _____   ☎ **:** _____

Please return the form to: **Fordham Research, 57 – 59 Goldney Road, W9 2AR**.

INSTRUCTIONS FOR COMPLETING THE QUESTIONNAIRE

The questionnaire should be completed by the older person; however, we understand that this is not always practical. If a carer, family member or friend is assisting with the questionnaire we would ask that they go through the questionnaire with the older person and record their answer. If you would like some assistance or advice, please call the number below.

Most questions are answered by ticking the appropriate box: ☐ 01

For some questions you need to write a number in a larger box: ☐ people

With others you will need to tick a box in a table, for example:

	Easy	Quite Difficult	Very difficult
Grocery shops	✓ 1	2	3

Please follow the questions in the numbered order unless the box you tick has a '*Go to question XX*' next to it, where you will need to go to the question stated, skipping questions that are not relevant for you.

Some questions are about your ***household***. A household is made up of either:
- One person living alone, or
- A group of people (not necessarily related) living at the same address with common housekeeping i.e. sharing at least one meal a day **or** sharing a living/sitting room.

If you are living in **sheltered or extra care accommodation**, please answer the question for the members that live in your flat or house.

If you would like **help** with any of the questions or want to discuss the questionnaire, please call Sharon Eusebe at Fordham Research on 020 7289 3988 or on the freephone number: 0800 163 231.

A YOUR HOUSEHOLD AND HOME

In this section we will ask you some questions about your current housing situation.

A1. What type of property do you and your household live in?

☐₁ Detached house (live in whole house)
☐₂ Semi-detached house
☐₃ Terraced (including end-terrace)

A flat, maisonette, or apartment that is:
☐₄ In a purpose built block
☐₅ Part of a converted or shared house

☐₆ In a commercial building e.g. above a shop
Mobile or temporary structure:
☐₇ Caravan or other mobile / temporary structure
☐₈ Other – please state:
_____

A2. What type of accommodation do you and your household live in?

☐₁ Ordinary accommodation (not supported)
☐₂ Sheltered accommodation with warden
☐₃ Sheltered accommodation without warden
☐₄ Extra care housing scheme
☐₅ Supported Housing scheme

☐₆ Residential care / nursing home
☐₇ In NHS care
☐₈ Other – please state:
_____

A3. Do you own or rent the home?

☐₁ Own outright
☐₂ Own with a mortgage or loan
☐₃ Rent from the Council
☐₄ Rent from a Housing Association
☐₅ Rent from a private landlord or letting agency

☐₆ Rent from a relative or friend of a household member
☐₇ Tied/linked to a job
☐₈ Shared Ownership
☐₉ Other – please state:
_____

A4. How many bedrooms does your home have? ☐ bedroom(s)

A5. How many floors does your accommodation have?

☐₁ One floor

☐₂ More than one floor

A6. a) How many people (including you) <u>currently live</u> in your household? ☐ people

b) How many couples are there? ☐ couple(s)

A7. Please enter information for each person living in your household, including yourself, at the moment in the table below.

Person	a) Relationship to respondent (see list)	b) Age	c) Sex (M/F)	d) Working Status (see list)
Example	1	59	F	1
1	**Respondent / You:** →			
2				
3				
4				
5				
6				

If there are more than six household members, please give details for the six oldest members.

a) Relationship to respondent
1) Spouse / partner
2) Son or daughter
3) Parent
4) Other relative
5) Friend
6) Carer
7) Lodger
8) Other unrelated

d) Working status
1) Retired
2) Full-time employment
3) Part-time employment
4) Self-employed
5) Unemployed
6) Full time student (16+ years)
7) School / preschool / nursery
8) Looking after home / family
9) Permanently sick / disabled
10) Other

A8. In which area of Sutton do you currently live? *Please see map on page 19 if you are unsure.*

☐₁ Sutton area (North, Central, or West)
☐₂ Carshalton & Clockhouse area
☐₃ Cheam North & Worcester Park area
☐₄ Beddington & Wallington area

☐₅ St. Helier, The Wrythe & Wandle Valley area
☐₆ Sutton South, Cheam & Belmont area

A9. How easy is it for you to get to each of the following?
Please tick for each row how easy or difficult it is for you to access these facilities.

	Easy	Quite difficult	Very difficult
a) Shops – for fruit and vegetables	1	2	3
b) Shops – for fish and meat	1	2	3
c) Shops – general groceries	1	2	3
d) Pharmacy	1	2	3
e) Post Office	1	2	3
f) Bank / building society	1	2	3
g) Leisure facilities	1	2	3
h) Doctor or GP Surgery	1	2	3
i) Hospital	1	2	3
j) Schools / educational / training facilities	1	2	3

A10. If you answered '*Quite difficult'* or '*Very difficult'* to any category in question A9 above, is this because of…? *Please tick as many as apply.*

☐₁ A mobility problem
☐₂ Public transport routes
☐₃ You are not sure where these facilities are

☐₄ These facilities are not local
☐₅ Other – please state:

_____

A11. Please tick whether the following are not applicable, exist but are not a problem, are a problem, or are a serious problem. *Please tick one box per item.*

		Not applicable	Exists - Not a problem	A problem	A serious problem
a)	The health of someone in your household is suffering because of the condition of your home	1	2	3	4
b)	Your home is in major disrepair (e.g. in need of building work)	1	2	3	4
c)	You have difficulty maintaining your home (e.g. cleaning)	1	2	3	4
d)	You share a bathroom / toilet / kitchen with another household	1	2	3	4
e)	You are lacking basic facilities (such as bathroom / toilet / kitchen)	1	2	3	4
f)	Your accommodation is too expensive	1	2	3	4
g)	You are under notice of eviction / re-possession, real threat of notice, or your lease is coming to an end	1	2	3	4
h)	Someone in your household is suffering harassment or threats of harassment from others living nearby	1	2	3	4
i)	Public transport provision near home does not provide for your household's needs	1	2	3	4
j)	You need to be close to a relative / friend to **give** and / or **receive** care	1	2	3	4
k)	A household member is unable to get employment locally	1	2	3	4
l)	There is no room for a live-in carer	1	2	3	4
m)	Someone in your household has difficulty using stairs and / or lifts to or within your home	1	2	3	4
n)	A household member is unable to access other important facilities	1	2	3	4
o)	You have difficulty accessing your garden	1	2	3	4

ACCESS TO SERVICES

In this section we will ask you about what services you currently use, and which might be of use to you.

B1. Do you use or need any of the following housing support services or schemes?

	Use	Need	Don't need	Not heard of	
a) Meals on wheels	1	2	3	4	*Please tick one box per item.*
b) Safecall Community Alarm	1	2	3	4	
c) HomeCare – help with personal care	1	2	3	4	
d) HomeCare – help with managing at home	1	2	3	4	
e) Telecare Service *	1	2	3	4	
f) Equipment and home adaptations service	1	2	3	4	
g) Equity release scheme	1	2	3	4	
h) Age Concern HandyPerson service	1	2	3	4	
i) Help to access other services e.g. healthcare	1	2	3	4	
j) Vision and Hearing service	1	2	3	4	
k) Other – please state:	1	2	3	4	

* Telecare Service involves placing a discreet sensor in a person's home, which can monitor problems such as gas, smoke, floods etc. as well as personal risk such as falls, epilepsy and exit from the property.

B2. Do you use or need any of the following transport services or schemes?

	Use	Need	Don't need	Not heard of
a) Freedom Pass	1	2	3	4
b) Dial-a-Ride	1	2	3	4
c) Blue Badge	1	2	3	4
d) Taxi-Card	1	2	3	4
e) Other – please state:	1	2	3	4

Please tick one box per item.

B3. Do you take part, or would you like to take part, in the following activities?

	Take part	Would like to take part	Don't need to take part	Not heard of
a) Work as a volunteer	1	2	3	4
b) Reading groups	1	2	3	4
c) Support to get back into work	1	2	3	4
d) Training	1	2	3	4
e) Support for carers	1	2	3	4
f) Adult education	1	2	3	4
g) Other – please state:	1	2	3	4

Please tick one box per item.

B4. Do you use the following facilities?
☐1 Local leisure centre   ☐2 Local library

B5. Do you feel that you have enough opportunities to meet other people?

☐1 Yes, I have enough
☐2 Some, but I would like more
☐3 No, I don't have enough opportunities

☐4 I am not looking for opportunities to meet other people

B6. Which of these following grants have you applied for? If you have not applied for any, please let us know if you need, don't need or have not heard of the grant.

	Have applied for	Need	Don't need	Not heard of
a) Disabled Facilities grant	1	2	3	4
b) Coldbusters grant (Creative Energy Networks)	1	2	3	4
c) Other – please state:	1	2	3	4

Please tick one box per item.

C
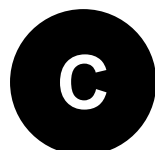
SUPPORT NEEDS

We are interested to hear in this section about any specific support need that you may have.

C1. Do you or any of your household suffer from the following impairments or conditions?

		1st person	2nd person	3rd person
a)	Arthritis	1	2	3
b)	Muscle / bone / joint disease	1	2	3
c)	Chest disease	1	2	3
d)	Stroke related illness	1	2	3
e)	Diabetes	1	2	3
f)	Renal disorder	1	2	3
g)	Heart disease	1	2	3
h)	AIDS / HIV	1	2	3
i)	Learning disability	1	2	3
j)	Mental health problems (inc. depression)	1	2	3
k)	Neurological Condition e.g. Parkinson's or Multiple Sclerosis	1	2	3
l)	Hearing impairment	1	2	3
m)	Visual impairment	1	2	3
n)	Other – please state:	1	2	3

If someone has more than one condition please tick as many boxes as apply.

C2. Do you have any mobility problems? *Please tick as many as apply.*

☐₁ Yes, I use a wheelchair
☐₂ Yes, I use a buggie / scooter

☐₃ Yes, I use mobility aids
☐₄ No

C3. Do you have difficulties maintaining and repairing your home? *Please tick as many as apply.*

☐₁ Yes, because of health problems
☐₂ Yes, because of the financial cost

☐₃ Yes, because of other reasons
☐₄ No

C4. Which of the following changes could improve your living circumstances?
Please also let us know if you have any of these. *Please tick one box per item.*

	Need	Don't need	Already have	Not sure
a) Lift / stair lift	1	2	3	4
b) Extra handrails	1	2	3	4
c) Other alterations to increase mobility (i.e. ramp)	1	2	3	4
d) Downstairs toilet	1	2	3	4
e) Low level shower unit	1	2	3	4
f) Other alterations to the bathroom / toilet	1	2	3	4
g) Alterations to the kitchen (i.e. low level units)	1	2	3	4
h) Car parking space near front door	1	2	3	4
i) More support services (i.e. meals on wheels / HomeCare)	1	2	3	4
j) Move to a place with specialist adaptations	1	2	3	4
k) Other – please state:	1	2	3	4

FUTURE HOUSING INTENTIONS

D

In this part of the survey we are interested in what housing you may want in the future. Some questions will ask for what you would like (in an ideal world) and what you expect (realistically). E.g. you may like to live in a two bed property but expect a one bed property.

D1. Do you need and / or are you likely to move to a different home...?

- ☐₁ Now
- ☐₂ Within a year
- ☐₃ In 1 to 2 years
- ☐₄ In 2 to 5 years *(thank you, you can skip this section and go straight to E1)*
- ☐₅ No need/not likely to move *(thank you, you can skip this section and go straight to E1)*

D2. Please state where you would a) most <u>LIKE</u> to move to and b) where you <u>EXPECT</u> to move to.
Please see the map on page 19 if you are unsure.

Please tick the appropriate box, giving one response for a) Like and one for b) Expect, even if they are the same

	a) Like	b) Expect		a) Like	b) Expect
Beddington North	☐01	☐01	Sutton Central	☐10	☐10
Beddington South	☐02	☐02	Sutton North	☐11	☐11
Belmont	☐03	☐03	Sutton South	☐12	☐12
Carshalton Central	☐04	☐04	Sutton West	☐13	☐13
Carshalton South & Clockhouse	☐05	☐05	The Wrythe	☐14	☐14
Cheam	☐06	☐06	Wallington North	☐15	☐15
Nonsuch	☐07	☐07	Wallington South	☐16	☐16
St. Helier	☐08	☐08	Wandle Valley	☐17	☐17
Stonecot	☐09	☐09	Worcester Park	☐18	☐18
			Outside of Sutton	☐19	☐19

D3. What are the main reasons for moving to a different home?
Please tick as many as apply.

☐01 To move to cheaper accommodation
☐02 Your home is too big
☐03 Your home is too small
☐04 Unable to generally manage in current home
☐05 Access problems (e.g. steps and stairs)
☐06 To prepare for future issues related to ageing
    (e.g. move to a bungalow now rather than
    when access is a problem)
☐07 Relationship breakdown
☐08 To move to live with your partner
☐09 To move to a better environment
☐10 To move closer to transport links
☐11 You are unable to access the garden
☐12 Access problems to the bathroom

☐13 To move closer to friends / family
☐14 To be nearer to health services
    (e.g. GP or hospital)
☐15 For medical reasons
☐16 To live somewhere with a Community Alarm
☐17 To move to accommodation with a warden
☐18 To receive a higher level of care
☐19 To have space for a live-in carer
☐20 To live independently
☐21 For company and organised social events
☐22 Other – please state:

_____

D4. How many bedrooms would you a) <u>LIKE</u> and b) <u>EXPECT</u> in your new home?

a) Like ☐ bedroom(s)   **b)** Expect ☐ bedroom(s)

D5. What type of housing: a) would you <u>LIKE</u> to move to and b) would you <u>EXPECT</u> to move to?
Please tick one response for a) Like, and one response for b) Expect.

	a) Like	b) Expect		a) Like	b) Expect
Buy own home	☐1	☐1	Tied / linked to job	☐6	☐6
Rent from the Council	☐2	☐2	Shared ownership	☐7	☐7
Rent from Housing Association	☐3	☐3	Other – please state:	☐8	☐8
Rent in the private sector	☐4	☐4	_____		
Rent from a relative or friend	☐5	☐5			

D6. What type of property: a) would you <u>LIKE</u> to move to and b) would you <u>EXPECT</u> to move to?
Please tick one response for a) Like, and one response for b) Expect.

	a) Like	b) Expect		a) Like	b) Expect
Detached house	☐1	☐1	Flat, maisonette or apartment	☐6	☐6
Semi-detached house	☐2	☐2	Caravan / temporary structure	☐7	☐7
Terraced house	☐3	☐3	Other – please state:	☐8	☐8
Detached bungalow	☐4	☐4	_____		
Semi-detached bungalow	☐5	☐5			

D7. What type of accommodation: a) would you <u>LIKE</u> to move to and b) would you <u>EXPECT</u> to move to? *Please tick one response for a) Like, and one response for b) Expect.*

	a) Like	b) Expect		a) Like	b) Expect
Ordinary accommodation	☐1	☐1	Extra care housing scheme	☐5	☐5
Sheltered housing with warden	☐2	☐2	Co-operative (shared) housing	☐6	☐6
Sheltered housing without warden	☐3	☐3	Residential care / nursing home	☐7	☐7
Supported housing scheme	☐4	☐4	Other - please state:	☐8	☐8
			_____		

E FURTHER INFORMATION

In this section we will be asking questions that relate to your finances. We do this in order to calculate what housing options older people can afford in Sutton.

This information will be treated in the strictest confidence. The information will not be used for any other purpose, and we will not pass this information on to the Council or any other organisation

E1. Do you receive any of the following financial help?
Please tick as many as apply.

Help with money to live
☐01 State Retirement Pension
☐02 Pension Guarantee / Savings Credit
☐03 Employment and Support Allowance
☐04 Disability Living Allowance

Help with housing costs
☐05 Housing Benefit
☐06 Council Tax Benefit

Help with care costs
☐07 Attendance Allowance

Help with fuel costs
☐08 Winter Fuel Payment
☐09 Cold Weather Payment

☐10 Some of the above, but not sure which
☐11 None of the above
☐12 Other- please state:

_____

E2. Are you on the Council housing register or a Housing Association waiting / transfer list?
☐1 Yes   ☐2 No

E3. Please tick how much your household pays in rent or mortgage costs for accommodation per week or month. Please include any service charges for maintaining the building or grounds.

Week	Month	Tick here	Week	Month	Tick here
None	None	01	£300 - £359	£1,296 - £1,555	07
Under £60	Under £255	02	£360 - £419	£1,556 - £1,815	08
£60 - £119	£255-515	03	£420 - £479	£1,816 - £2,075	09
£120 - £179	£516 - £775	04	£480 - £540	£2,076 - £2,335	10
£180 - £239	£776 - £1,035	05	Over £540	Over £2335	11
£240 - £299	£1,036 - £1,295	06			

E4. Please tick the total annual gross (_before_ tax) income of your household inclusive of income from investments and household state benefits. Please combine the incomes of all members of the household.

Month	Year	Tick here	Month	Year	Tick here
Under £209	Under £2,500	01	£1,418 - £1,542	£17,001 - £18,500	11
£209 - £417	£2,500 - £5,000	02	£1,543 - £1,667	£18,501 - £20,000	12
£418 - £542	£5,001 - £6,500	03	£1,688 - £1,792	£20,001 - £21,500	13
£543 - £667	£6,501 - £8,000	04	£1,793 - £1,917	£21,501 - £23,000	14
£668 - £792	£8,001 - £9,500	05	£1,918 - £2,042	£23,001 - £24,500	15
£793 - £917	£9,501 - £11,000	06	£2,043 - £2,167	£24,501 - £26,000	16
£918 - £1,042	£11,001 - £12,500	07	£2,168 - £3,000	£26,001 - £36,000	17
£1,043 - £1,167	£12,501 - £14,000	08	£3,001 - £4,750	£36,001 - £57,000	18
£1,168 - £1,292	£14,001 - £15,500	09	Over £4,750	Over £57,000	19
£1,293 - £1,417	£15,501 - £17,000	10			

E5. Please tick your total net household savings or debt (not including mortgage debt).

Debt
☐01 More than £10,000 in debt
☐02 Up to £10,000 in debt

Savings
☐03 No savings
☐04 £1 - £2,000
☐05 £2,001 - £5,000
☐06 £5,001 - £10,000
☐07 £10,001 - £25,000

☐08 £25,001 - £50,000
☐09 £50,001 - £75,000
☐10 £75,001 - £100,000
☐11 £100,001 - £200,000
☐12 £200,001 - £300,000
☐13 Over £300,000

E6. If you are an owner-occupier please a) estimate the <u>value</u> of your home and b) tick how much <u>equity</u> * you have. *Please tick one response for a) Value, and one response for b) Equity.*

* The equity in your home is the value minus any outstanding mortgage. For example, if the value of your home is £200,000 and you have £50,000 left to pay on your mortgage, then your equity is £150,000.

	a)Value	b)Equity		a)Value	b)Equity
Negative equity of £25,001 or more		01	£75,001 - £100,000	08	08
Up to £25,000 negative equity		02	£100,001 - £200,000	09	09
Zero or no equity		03	£200,001 - £300,000	10	10
£1 - £10,000	04	04	£300,001 - £500,000	11	11
£10,001 - £25,000	05	05	£500,001 - £750,000	12	12
£25,001 - £50,000	06	06	Over £750,000	13	13
£50,001 - £75,000	07	07	Not owner-occupier	14	

E7. Thinking ahead to the next 12 months, do you think the current economic situation will affect your ability to pay for services? *E.g. community alarm systems and HandyPerson services*

☐1 Yes, significantly
☐2 Yes, a little

☐3 Not sure
☐4 No

E8. How would you describe you and your partner's (if applicable) ethnic origin?

	You	Partner		You	Partner
White			**Black or Black British**		
British	01	01	Caribbean	12	12
Irish	02	02	African	13	13
Any other White background	03	03	Any other Black background	14	14
Mixed			**Other ethnic group**		
White & Black Caribbean	04	04	Chinese	15	15
White & Black African	05	05	Any other	16	16
White & Asian	06	06	No partner		17
Any other Mixed background	07	07			
Asian or Asian British					
Indian	08	08			
Pakistani	09	09			
Bangladeshi	10	10			
Any other Asian background	11	11			

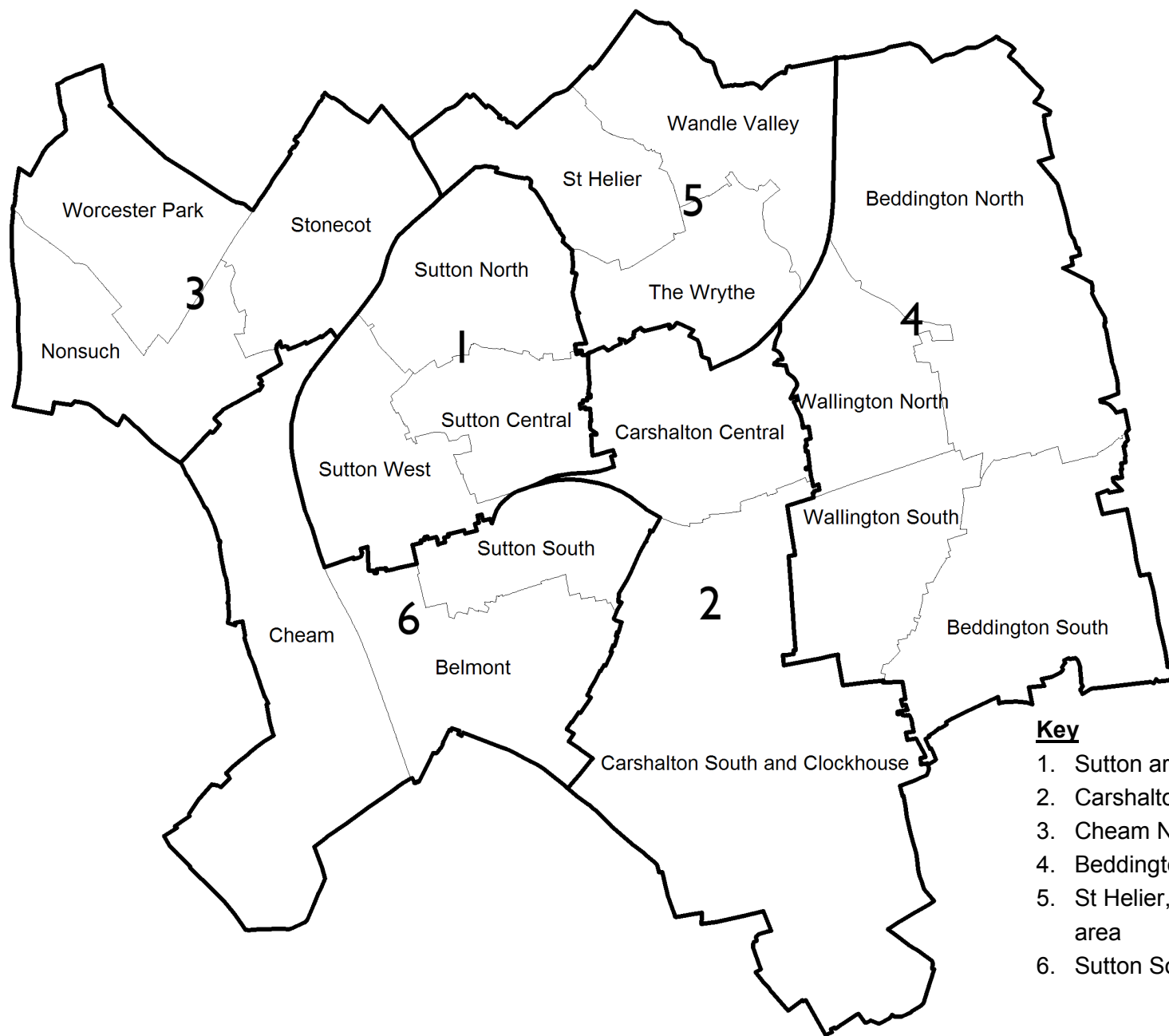**E9. Are you a UK citizen?** ☐1 Yes ☐2 No

E10. Do you consider yourself to be a Gypsy or Traveller? ☐1 Yes ☐2 No

E11. Which of the following best describes your sexual orientation?

☐1 Heterosexual (Straight)
☐2 Lesbian / Gay
☐3 Bisexual

☐4 Other
☐5 Prefer not to answer

London Borough of Sutton

Worcester Park

Stonecot

Nonsuch

3

Sutton North

St Helier

Wandle Valley

5

Beddington North

The Wrythe

Sutton Central

1

Carshalton Central

4

Wallington North

Sutton West

Wallington South

Sutton South

Cheam

6

Belmont

2

Beddington South

Carshalton South and Clockhouse

Key

1. Sutton area (North, Central and West)
2. Carshalton and Clockhouse area
3. Cheam North and Worcester Park area
4. Beddington and Wallington area
5. St Helier, The Wrythe and Wandle Valley area
6. Sutton South, Cheam and Belmont area

THANK YOU FOR COMPLETING THE QUESTIONNAIRE

If you would like to be entered into the £100 cash prize draw, please fill in your contact details below.

This sheet will be kept separate to your response to make sure your information is kept confidential.

Name	
Address	
Post Code	

Please remember, if you would like some **help** filling in the questionnaire please call Fordham Research and ask for Sharon Eusebe on **Freephone 0800 163 231** or 020 7289 3988.

Please return the completed questionnaire in the pre-paid envelope or send to:
FREEPOST, RRBE-RHHK-HJLZ, Fordham Research, 64 Ship Street, Brighton, BN1 1AE
by **5th June 2009**.

Glossary

Average

Unless otherwise stated, the mean average is referred to in this report.

Bedroom standard

As used in the General Household Survey to assess over- and under-occupancy. It is and is calculated as follows: a separate bedroom is allocated to each co-habiting couple, any other person aged 21 or over, each pair of young persons aged 10-20 of the same sex, and each pair of children under 10 (regardless of sex). Unpaired young persons aged 10-20 are paired with a child under 10 of the same sex or, if possible, allocated a separate bedroom. Any remaining unpaired children under 10 are also allocated a separate bedroom. The calculated standard for the household is then compared with the actual number of bedrooms available for its sole use to indicate deficiencies or excesses. Bedrooms include bed-sitters, box rooms and bedrooms which are identified as such by respondents even though they may not be in use as such.

Disability Living Allowance

A tax-free benefit for children and adults who need help with personal care or have mobility difficulties because they are physically or mentally disabled.

Disabled Facilities Grant

A grant from local authorities to help towards the cost of home adaptations. Landlords may apply on behalf of tenants.

Extra care sheltered housing

Offers flexible care, with 24-hour support from social care and health teams. It can be new build or remodelled from existing buildings or a mix of both. The basic design features include self-contained flats with kitchen and bathroom facilities; staff facilities; a range of services such as laundry; communal areas; guest facilities; good links to the community; and staff on site to maintain the building and manage the delivery of care and support services.

Housing Associations/Registered Social Landlords (RSLs)

Not-for-profit housing providers.

Housing-related support: services to help sustain an individual's capacity to live independently in their home. Examples include help with household maintenance, provision of a community alarm or help accessing other agencies.

Lifetimes Home Standard

The inclusion of basic design features in new build homes to make them easily adaptable for people with disabilities.
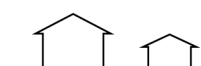
Older people

Anyone aged 55 years or over. This is the age at which people qualify for council older person services.

Retirement housing

Housing developments of a similar type to sheltered housing, but built for sale, usually on a leasehold basis.

Sheltered housing

Ranges from purpose-built bungalows to self-contained flats, bed-sits and rooms with shared facilities. The presence of a scheme / estate manager living on the premises or nearby differentiates it from other types of housing. Many also provide 24-hour emergency assistance through an alarm system. All residents pay a service charge, whether they own or rent their home. Sheltered housing is provided by four main organisations: local authorities (rent only); housing associations (rent or part-buy); voluntary sector (rent only); and private sheltered housing developments (buy only).

Specialist accommodation

In this report is taken to mean any housing where support is provided onsite for older people as part of their tenancy or leasehold (e.g. sheltered or sheltered extra care), in contrast to general needs housing

Supporting People (SP)

Launched in April 2003. A Supporting People grant is allocated by Government to local authorities, which are responsible for administering the programme locally. It provides housing-related support to enable people to live independently. All short-term housing-related support services are free. Charges apply for those using long-term services whose financial ability to pay is assessed. People who cannot afford to pay are eligible to claim a subsidy from their local authority.

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