Oxfordshire County Council

Market Position Statement:

Extra Care Housing

March 2014

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OXFORDSHIRE
COUNTY COUNCIL

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Foreword: by John Jackson, *Director for Social and Community Services*

I have great pleasure to introduce this Market Position Statement, the second of its kind from Oxfordshire County Council. It is aimed at existing and potential providers of Extra Care Housing and is part of an on-going dialogue between the Council, residents, housing and care providers district councils and the Homes and Communities Agency, about the future of Extra Care Housing in Oxfordshire.

Within this Market Position Statement we set out our current commissioning practices, our understanding of demand for Extra Care Housing, and how that demand may change in the short to medium term.

This is an important document for us because we want to influence and support the local care market to provide innovative, diverse, good quality and value services for adults in Oxfordshire.

This document follows our recently published Market Position Statement for Home Support and will be followed by a similar document for Care Homes due by the end of April 2014.

Each document will be made available via the Source Oxfordshire website www.sourceoxfordshire.org.uk;
we will keep the content up to date.

Thank you for taking the time to read this document,

John Jackson
Director for Social and Community Services
March 2014

What is Extra Care Housing?

Extra Care Housing is often used as a generic term to describe housing with care support for older people. It is also known as 'very sheltered housing', 'assisted living' or 'close care', and the government describes it as, "Purpose-built housing in which 24 hour personal care and support can be offered and where various other services are shared."

The level of care and support that Extra Care Housing residents receive varies enormously. What makes Extra Care Housing schemes appealing to individuals is that they can adapt to changing care and support needs.

Extra Care Housing is also defined by these factors:

- purpose built 'lifetime' homes for rent, shared ownership or sale;
- an on-site team of carers who provide flexible levels of support and personal care on a 24 hour basis. Provision of a daily hot meal (usually from an on-site kitchen) served in a communal dining room;
- communal rooms or areas that offer a range of therapeutic, health, leisure and activity functions for residents living within and outside the scheme;
- an ethos of extra care that promotes independence. Wherever possible, people are encouraged to perform tasks themselves, rather than having them done for them;
- it is specifically for people aged 55 and over.

Setting the scene

The context in which we work is set out in a number of documents: our Joint Commissioning Strategies for Older People, People with Physical Disabilities, Mental Health Needs, Autism, and Learning Disabilities. These documents all highlight our overall aim; to enable people to live independent and successful lives in their own homes.

Oxfordshire's Joint Health & Wellbeing Strategy broadly sets out our aspirations for the county, to be realised by 2016. In it we highlight the importance of good housing and care and state that:

- Housing and health are inextricably linked. Having a home, living in good housing conditions and in a good neighbourhood with the right kind of support, are vital ingredients for people's health and wellbeing.
- More adults will have the support they need to live their lives as healthily, successfully, independently and safely as possible, with good timely access to health and social care services.
- We want to develop an additional 523 Extra Care Housing places available by the end of March 2015, bringing the total number of places to 930.

To achieve our vision for Adult Social Care, we need high quality, personalised services to be delivered across the county and a diverse market of high quality housing and care providers that can provide a real choice for service users.

Key messages: Setting the scene

- We want older and disabled people of all ages to lead healthy, safe lives.
- We want people to achieve their full potential and to be independent.
- We want to provide good quality housing for older and disabled people (aged 55 and over) to improve their health, provide security and a sense of wellbeing.
- We want to deliver over 930 Extra Care Housing flats by 2015.

The Extra Care Housing model in Oxfordshire

Key aspects of the Extra Care Housing model in Oxfordshire to date:

Housing tenures

A mixture of housing tenures with opportunities to rent or purchase. All schemes commissioned by the County Council have 'affordable housing' for rent or shared ownership and some market sale flats. We encourage the development of more Extra Care Housing for market sale or rent as 75% of retired people in the county own their own homes.

Size of schemes

The average size of the 14 Extra Care Housing schemes that currently operate or are under construction are between 50 to 60 flats. This appears to be the optimal size for the service model. Smaller schemes of 40 flats have been developed to serve more rural locations and units of 20 attached to a care home have also been developed. Larger schemes (including 'care village' models) will serve a broad spectrum of individual needs.

Community hubs

We encourage new schemes to become local community 'hubs'. Some schemes have done this by offering their restaurant or café, hairdresser or meeting rooms to both Extra Care Housing and local residents. This helps to create a more vibrant lifestyle for residents and encourages them to engage with their local community.

Meeting people's specific needs

Schemes meet a range of individual lifestyle and care needs - from complex care requirements to none at all. Schemes need to be fully wheelchair accessible, offer opportunities for companionship, and activities to counter the effects of loneliness and isolation.

Each scheme provides on site, 24/7 personal care 'peace of mind service' (including night care) which responds to emergency and specific unplanned care needs. Residents with planned care needs can also choose to 'personalise' individual care services from the onsite care provider or any other off site domiciliary care provider.

Key messages: The Extra Care Housing model in Oxfordshire

- Extra Care Housing is purpose built retirement housing with 24/7 on site care and communal facilities.
- Most Extra Care Housing currently provided is 'affordable housing' however, a wider range of tenures including private rent and sale is being encouraged and developed.
- Extra Care Housing aims to support a wide variety of lifestyles and meet care and support needs.
- The average size of current developments is 50 to 60 units although smaller and larger schemes exist in certain locations.
- Extra Care Housing integrates with its surrounding community.

The demand for Extra Care Housing

Oxfordshire is a diverse county of urban areas and market towns but it is also one of the most rural counties in the South-East.

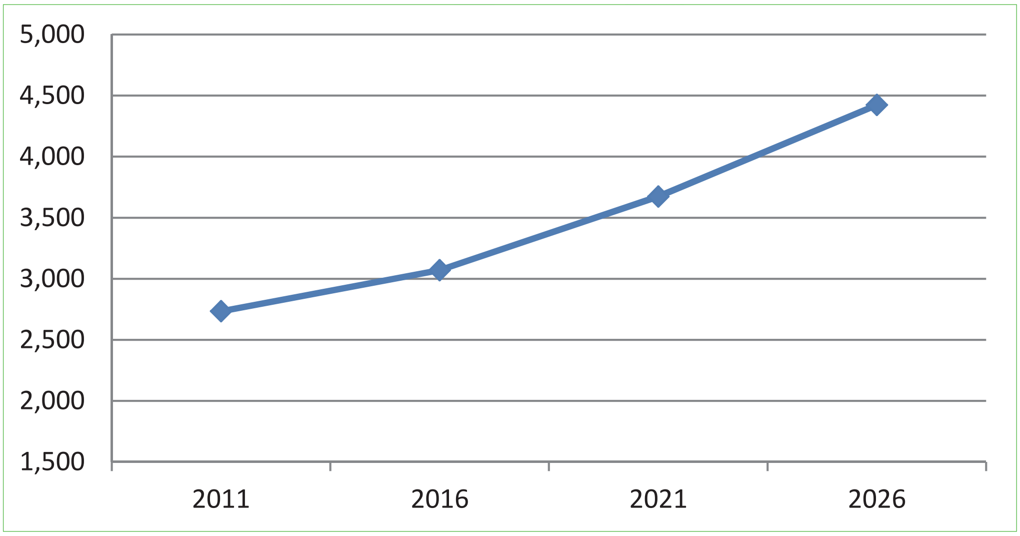
Census data from March 2011, tells us that one in six people (16%, 103,742 people) of an estimated 653,800 people living in Oxfordshire were aged 65 and over.

Although we cannot forecast exactly how many people will need Extra Care Housing in Oxfordshire in the future, we do know that an estimated 55 Extra Care Housing flats per 1,000 people aged 75 and over is being used as the demand ratio within Oxfordshire and to inform local plans[1].

Figure 1 shows that 2,700 Extra Care Housing flats were needed across the county in 2011. This need is forecast to rise to 4,500 flats by 2026. This is a 60% increase in demand based on post 2011 census demographic projections. These are not yet available at a district level but will be included in updates to this Market Position Statement.

The key findings of the 2014 Strategic Market Housing Assessment (SHMA) for Oxfordshire have been published on 7 March 2014. The key headline from the SHMA is an identified need for the provision of more new homes a year in Oxfordshire over the 2011 - 2031 period than previously forecast. The analysis in this Market Position Statement does not include this new data. It will be included in the analysis in the subsequent versions of this Market Position Statement and may result in more demand for Extra Care Housing.

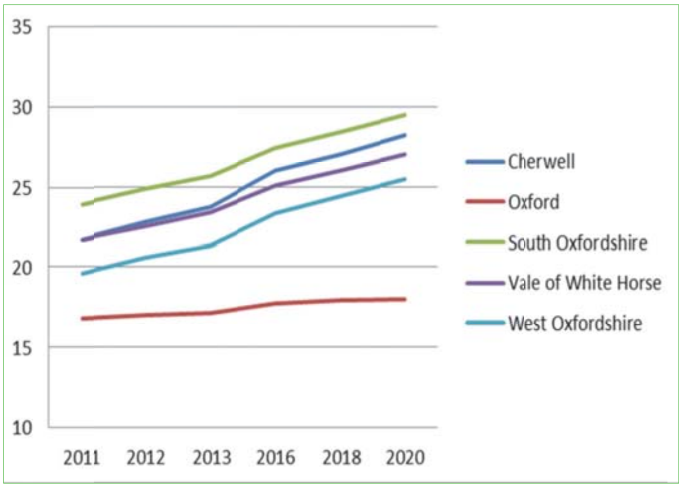
Figure 1: Expected Demand for Extra Care Housing, 2011-2026



As shown in Figure 2, people aged over 65 will increase between 23% to 30% in four districts compared to only 7% in Oxford City. These forecasts, based on 2010 ONS data, also reveal that the number of people aged over 85 will rise by nearly 40% in the next ten years. This means that there will be more older and disabled people and they will be living longer with more complex needs and as the population changes in size and need the demand for social care increases.

[1] This forecast is based on the publication 'More Choice, Greater Voice (Housing LIN 2008)' and reflects the Oxfordshire model of a 'balanced care mix' comprising enhanced sheltered housing, extra care and dementia care housing.

Figure 2: Number of people aged 65 and over in Oxfordshire 2011-2020 (0,000s)



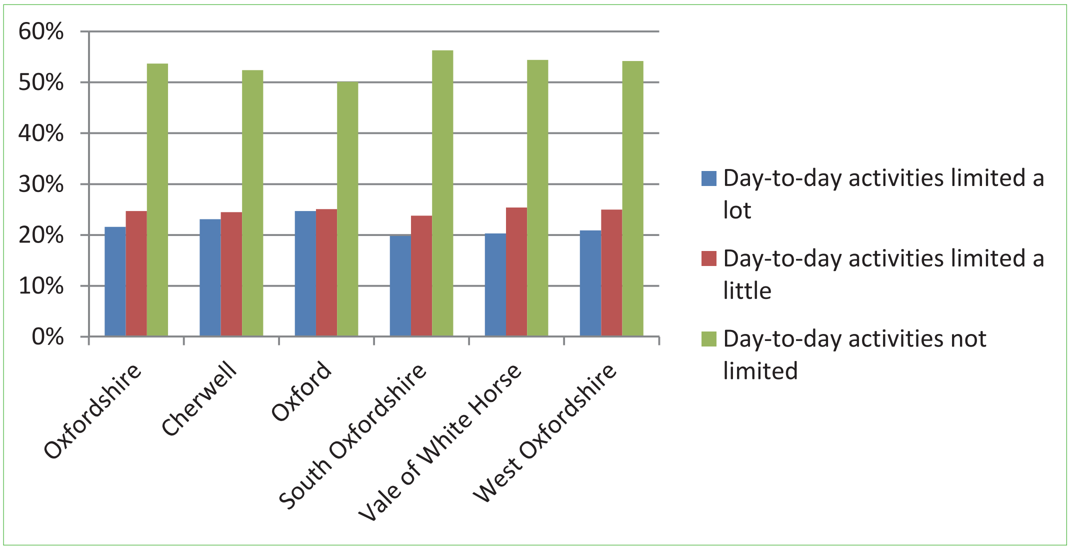
West Oxfordshire	+ 30.1%
Vale of White Horse	+ 24.4%
South Oxfordshire	+ 23.4%
OXFORDSHIRE	+ 23.3%
Cherwell	+ 22.9%
Oxford City	+ 7.1%

(Sources: Calculations based on the ONS 2010-based Subnational Population Projections and the 2010-Based Projections - Principal Projection for England[2]) http://www.ons.gov.uk

The 2011 census reveals that there is a need for the care services which Extra Care Housing provides. People were asked to identify whether their day to day activities were affected by a long-term health problem that was either related to old age, or had lasted for at least 12 months.

The results suggest that 46.3% of the Older People in Oxfordshire were affected to some level and 21.6% were affected a lot. Figure 3 shows the results across five districts, we can infer from it that people living in Cherwell and Oxford felt their daily lives were affected by their condition more than the county average.

Figure 3: Prevalence of disability among Older People Aged over 65 in 2011 (%)



Source: 2011 Census, Office for National Statistics; www.ons.gov.uk

[2] At the time of publication, the latest population projections are 2011 based. The updated population projections will be based on 2013 and will be included in the analysis in the subsequent versions of this Market Position Statement.

It is estimated that over the next ten years

- The number of older people living in Oxfordshire will rise by 23%.
- The number of people over 85 will rise by nearly 40%.
- People over 85 are much more likely to have complex needs requiring support, such as dementia.
- People with disabilities will live for longer, often with more complex needs.
- The gender balance of older people is forecast to remain constant with 55% of over 65's being female.
- The number of people with dementia is forecast to increase by 28% from 2012 to 2020, from 7,800 to 10,000.
- People over 90 with dementia are forecast to rise by 48% in the same period - from 1,736 to 2,565.
- As the population changes in size and need so the demand for social care increases.

Key messages: Demand

- Older people are living longer and the 2011 census revealed there are 104,000 people aged 65 and over in Oxfordshire.
- The very oldest people have the highest needs.
- People with a disability are living longer, often with more complex needs.
- There is a current demand for 2,700 Extra Care Housing units and this will increase to a need for 4,500 flats (a 60% increase) by 2026.
- An estimated 24,000 older people in Oxfordshire are significantly limited in how they live their lives due to a disability.
- Forecasts of demographic change and projected demand for Extra Care Housing at a local level are available and frequently updated.

Current supply market and trends for housing and care providers

In most Extra Care Housing schemes, housing and care functions are supplied by separate housing and care providers. Currently, two providers (the Oxfordshire Care Partnership and Housing 21) provide both functions.

Housing provision

Current supply

512 Extra Care Housing units are currently in operation. 256 more will be built by March 2015. The units are based in 14 schemes with an average of 55 flats per scheme. Twelve of these schemes are new, purpose built developments; two (at Abingdon and Greater Leys) are converted from existing sheltered and 'category 1' retirement housing. There is also the potential to provide 1,300 more units in the future (see Annex).

Current suppliers

The 768 Extra Care Housing units that are open or under construction are supplied by six national, regional and local housing associations:

Provider	Number of flats
Bpha (via the Oxfordshire Care Partnership)	227 flats
GreenSquare	202 flats
Housing 21	120 flats
Soha	80 flats
Catalyst Communities HA	78 flats
Soveriegn HA	61 flats
Total	**768 flats**

Tenure mix

Recent schemes have successfully mixed social rent with shared ownership units and one scheme (Witney) will be offering flats for outright market sale.

We are keen to encourage an increased supply of units for purchase or market rent in the future as the majority of retired households in Oxfordshire are owner-occupiers. The current tenure mix of the 768 units in operation or under development is:

Rented:	597 (78%)
Shared Ownership:	133 (17%)
Outright Market Sale:	38 (5%)

Rent, service charge and sales income

Most schemes have agreed rents at local target or social rents. However, some recent schemes have agreed a higher 'affordable rent' model. Both models have been eligible for Housing Benefit. Service charges at new build schemes are typically between £50 to £60 a week and are also eligible for Housing Benefit. The highest values achieved for shared ownership sales are £250,000 (full market value) for 2 bedroom flats and a 75% share is proving the most popular option.

Design Standards and Assistive Technology

All new schemes have been designed to a high standard. Although we have not produced a design guide, we favour developments which meet the recommendations in the *Housing our Ageing Population; Panel for Innovation* report

A comprehensive range of design guidance is also provided on the *Housing Learning and Improvement Network website*.

All schemes have a basic assistive technology platform starting with a community alarm system which links each flat and communal spaces to the on-site care team. We encourage bespoke use of further assistive technology as and when residents require it.

Apartment Sizes

New schemes comply with regulatory guidance and offer 1 bedroom flats at approximately 55sqm with 2 bedroom flats at 70sqm. Our ambition is for at least 50% of flats in new build schemes to offer 2 bedroom apartments; as this is regarded as 'aspirational' for future generations. However, viability constraints are recognised and fewer 2 bedroom flats have been accepted in some new developments.

Communal facilities

In the past schemes have provided a wide range of communal facilities. The recent trend however, has been to slightly reduce provision. This is partly because evidence that they are not always used and partly to reduce build cost and service charges.

Essential communal facilities in future schemes include: lounge and dining rooms, commercial kitchens, adapted bathrooms, offices for housing and care staff, buggy stores, activity or meeting rooms, guest suites and hairdressers.

Capital grants

Capital grant subsidy has been a key feature of affordable housing (particularly for rent) in all 14 schemes currently open or under construction. Funding has mainly come from the Homes & Communities Agency (11 schemes), the County Council (8 schemes) and, for one scheme, the Department of Health. However, grant levels have reduced in recent years and are likely to do so in future. Offering more flats to retired owner occupiers for sale or shared ownership is one response to introduce private equity given the reduction of public capital subsidy.

Site provision

Of the 14 schemes open or under construction the majority (8) have been on our sites. These sites are now in short supply and housing providers will need to source their own sites in future, including those on new, strategic development sites where local plans have already indicated Extra Care Housing allocation. Three schemes have been built on existing housing association sites and a further three on sites acquired by a partnership involving a private developer and a housing association. It is hoped that providers will explore both these forms of Extra Care Housing sites in the future.

Site location

Extra Care Housing is a specialist form of housing that needs access to viable local catchment areas. Consequently, most schemes are located in urban areas or market towns. However, smaller schemes (minimum 40 flats) are being developed in larger villages. Site locations have to meet the needs of frail, older people and ideally should be flat, close to public transport or shops and other local amenities. Site specifications are available from us or from www.housinglin.org.uk

Care Provision

Personal, domiciliary care support services in Extra Care Housing schemes is very similar to that provided to people living in their own homes outside of extra care developments. Support providers in Extra Care Housing need to be on our Approved Provider List and comply with the contractual obligations associated with that List.

We currently have care contracts in place with nine Extra Care Housing schemes: Oxford (3), Banbury (2), and one each in Abingdon, Bicester, Thame and Yarnton. These schemes are served by four different care providers.

Care contracts for Extra Care Housing schemes will be tendered in 2014 in Witney, Milton under Wychwood and Goring. Care contracts for existing schemes will be renewed at the end of their term.

For a more detailed description of domiciliary care services read our recently published Market Position Statement for Home Support Services available at www.sourceoxfordshire.org.uk

Unique aspects of supplying care in Extra Care Housing and key themes from our Market Position Statement for Home Support Services:

- The on-site care provider usually delivers a 24/7 un-planned or emergency response 'core service'.
- Residents have the choice to buy other support services from the on-site care provider or from any other community based domiciliary care provider.
- In a typical 50 flat scheme approximately 400 hours of planned care are provided per week. About 90% of these hours are bought from the on-site care provider.
- Recovery and Reablement plays a key role in the home support service model.
- A full range of service through to end of life care is available. The ethos should be that extra care is a 'home for life' wherever possible.
- We realize that sometimes the time between referral and moving and placement is too long.

Workforce

The county has high employment and a high skills base with low unemployment (approximately 1.1 per cent of residents claim jobseekers allowance). There is competition for labour, particularly skilled labour, and this leads to a skills shortage in employment and service areas.

Recruitment and retention of staff is one of the challenges social care providers face in Oxfordshire, particularly in the more rural areas.

Extra Care Housing home support providers use a mixture of staff contracts and past research suggests that interest in social and health care jobs across the county is low. However, the recruitment of care staff in Extra Care Housing may be more attractive as service is located in one building.

Key messages: The current supply market

- We currently work with a small but varied group of housing and care providers.
- There are clear opportunities for existing and new providers to develop further Extra Care Housing in the future in designated locations.
- Extra Care Housing is a complex but evolving service involving various partnerships but resident satisfaction remains high.
- New schemes need to balance a variety of tenures and needs.
- The time between referral and moving and placement is too long.
- Care providers in Extra Care Housing often experience less recruitment and retention challenges compared to mainstream home support.

Identifying opportunities and locations for future investment in Extra Care Housing

Mapping the future demand and supply of Extra Care Housing

It is forecast that 4,500 Extra Care Housing flats will be needed by 2026. The programme to develop this additional housing is long term and takes into account that specialist housing has to compete with other housing needs.

We have created a list of potential schemes and sites, see page 29-30, which includes:

- Sites with Extra Care Housing currently under construction.
- Sites owned by us which are or might be disposed of for Extra Care Housing development.
- Sites with current outline planning permission or subject to pre-applications which include Extra Care Housing.
- Strategic sites which are designated for substantial new housing and on which the District and County Councils have agreed an in principle allocation for Extra Care Housing use to meet Local Plan objectives.

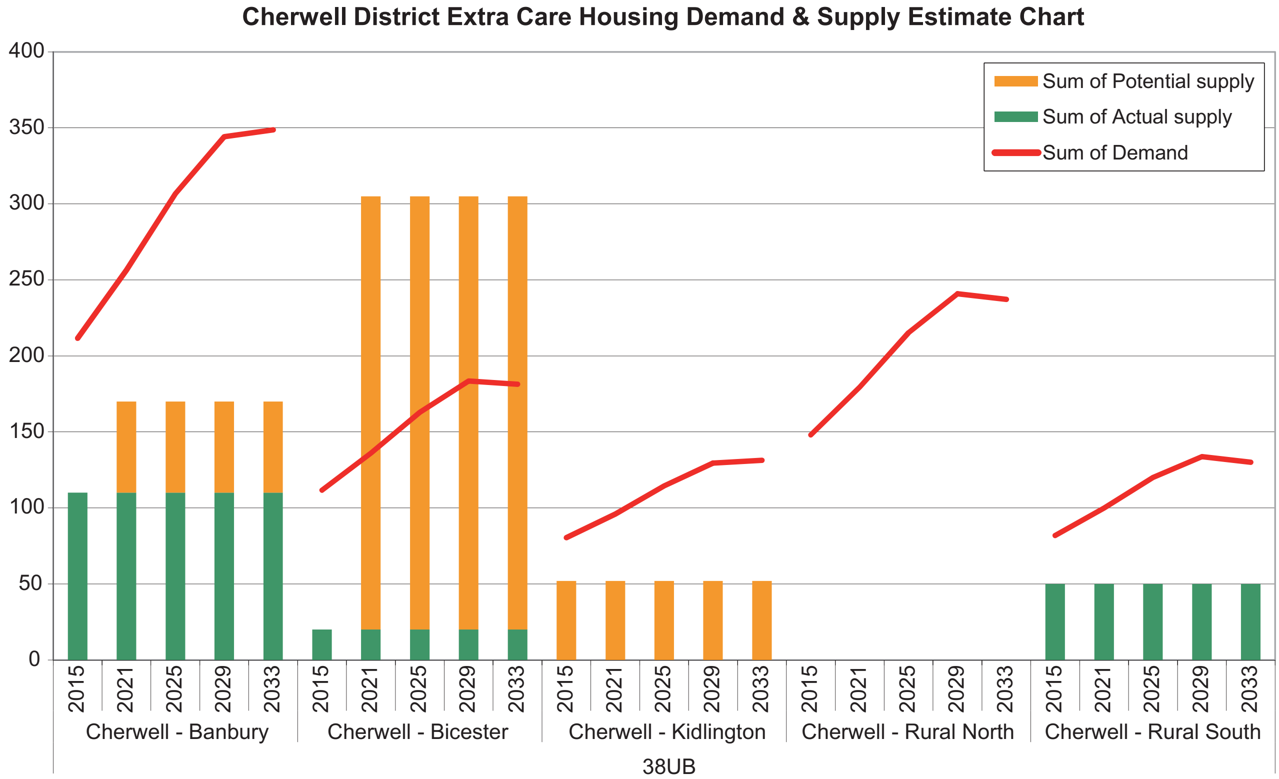
It is not certain whether or not the schemes listed will result in development, if they do, the date of completion may vary from the forecast date. Some sites may be re-designated from extra care to other types of retirement housing.

Identifying the 'need gaps' for future investment

To help map the level of demand and show actual and potential Extra Care Housing supply, we have created a graph for each district council area. They give a 'snapshot' of the areas which still require Extra Care Housing investment.

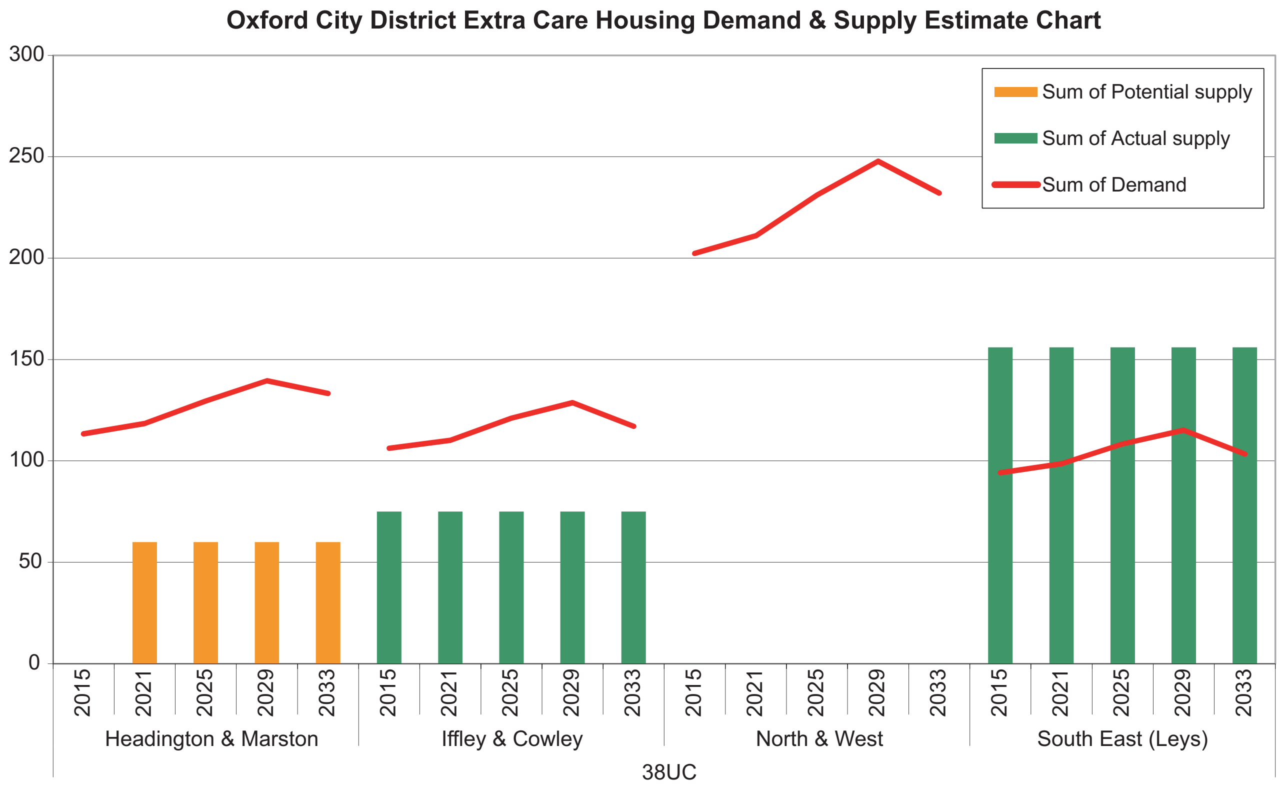
- The graphs show the actual and potential supply of flats for the future. A red (black) coloured curve showing projected demand from 2015 to 2033.
- A green (dark grey) coloured bar chart showing actual ECH supply which is operational.
- An amber (light grey) coloured bar chart showing where potential sites exist for future ECH schemes, including those currently under construction.

Cherwell District



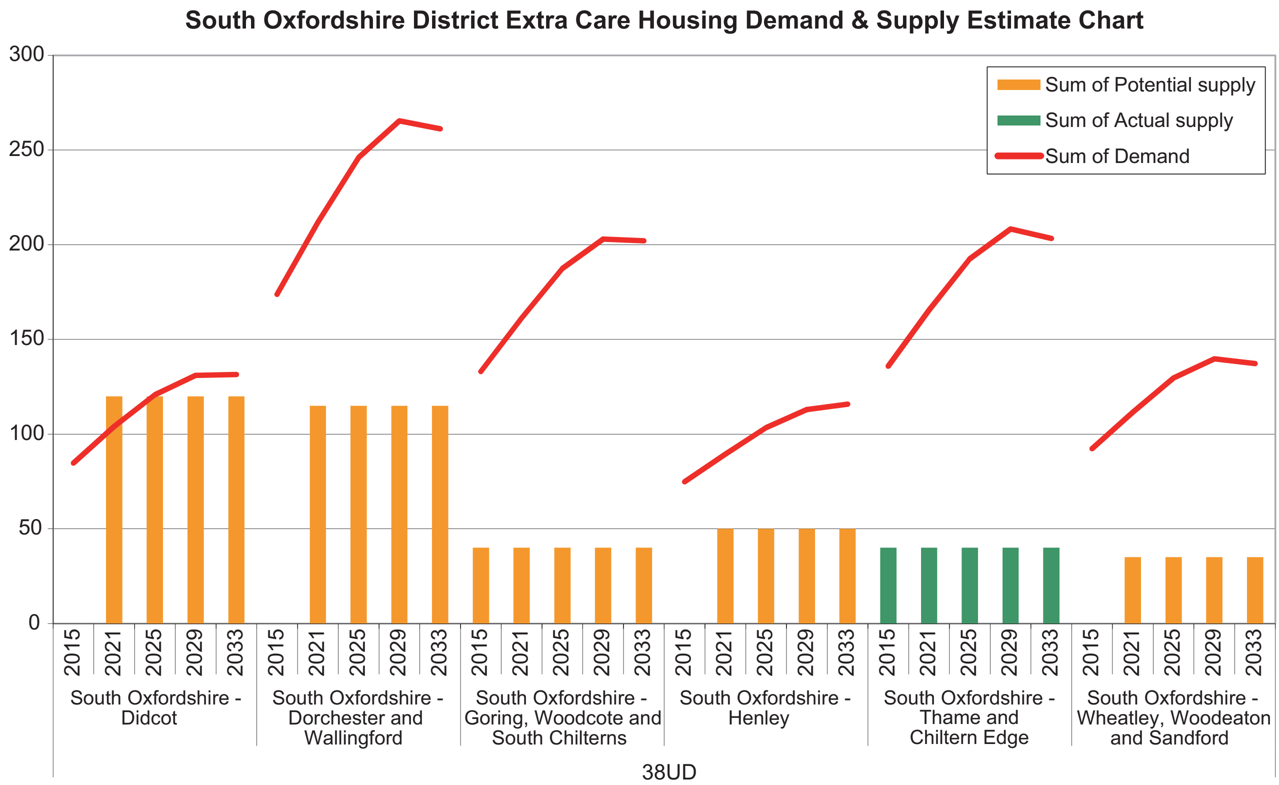
- Bicester is currently under-supplied but there are at least three sites on which Extra Care Housing can be developed. Such developments could also absorb some of the under-supply in the two Cherwell 'rural north and south' sub-areas.
- Cherwell Rural North has no planned supply at present. Larger villages in that sub-area could be a potential location.
- Banbury is well served at present but will require additional supply in future.

Oxford City



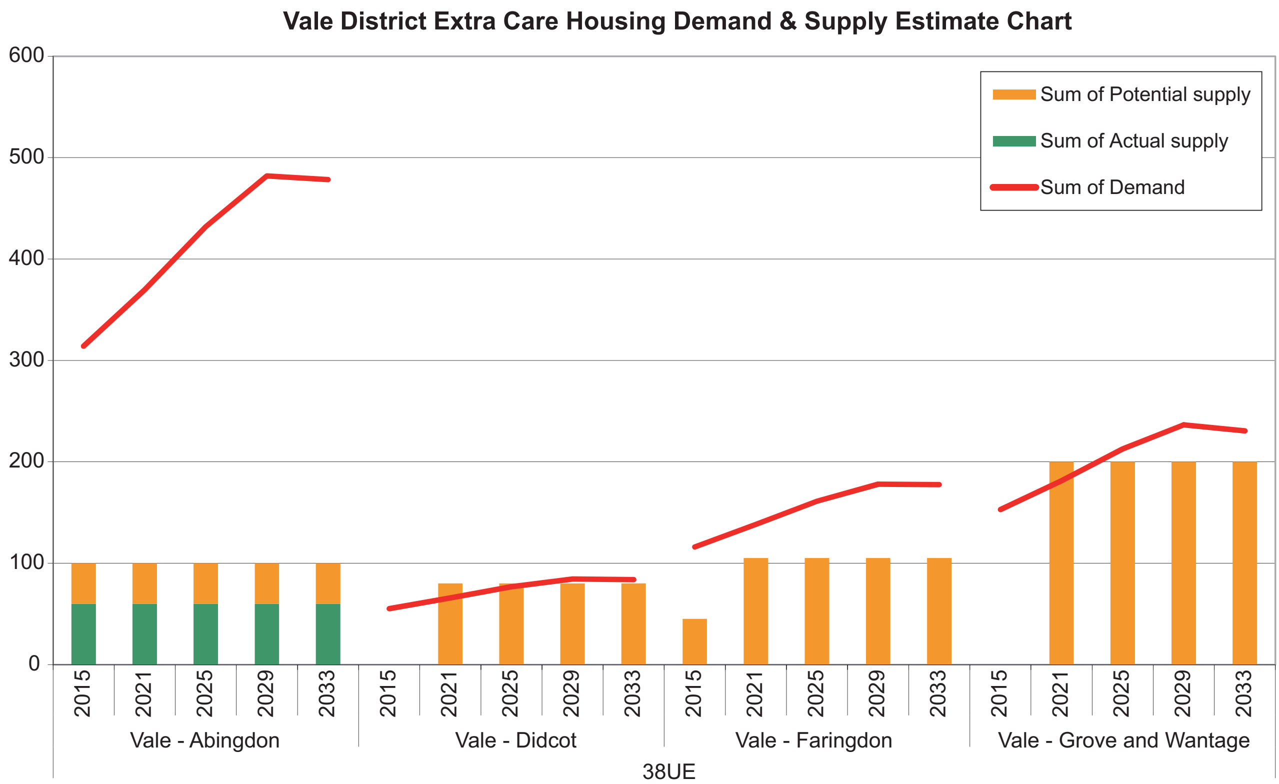
- There is high demand in North and West Oxford but no planned supply.
- The Headington and Marston area has high demand but no definite supply. There is a possible option at the Barton West strategic site.
- Two new Extra Care Housing schemes in the Cowley and Iffley area have filled quickly and now have waiting lists - this demonstrates demand for a third scheme.

South Oxfordshire District



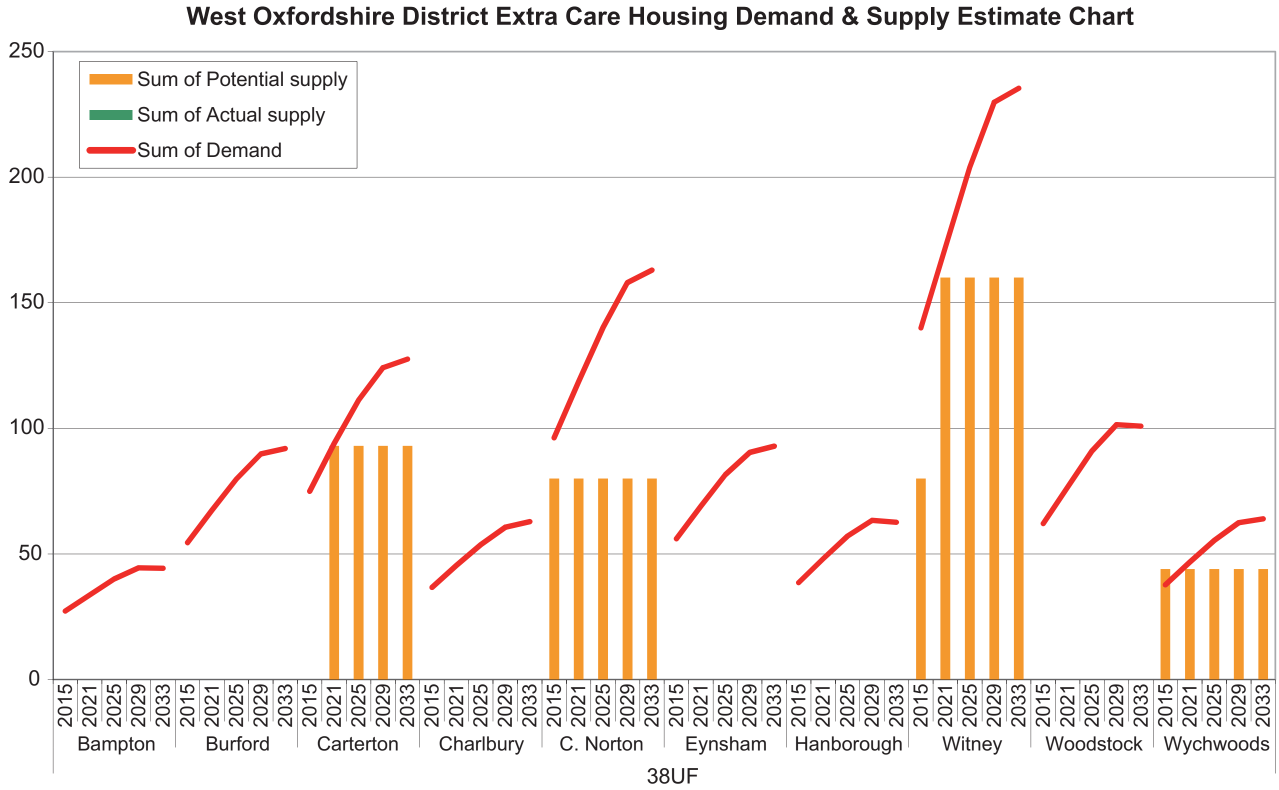
- There is need for more Extra Care Housing in the south of the District between Henley, Sonning Common and Goring.
- The new 40 unit Extra Care Housing at Thame has proved popular and there is demand for more capacity in the sub-area.
- There is potential capacity available to serve the Wallingford area but additional supply is needed to meet future levels of high demand.
- Didcot is an expanding town and the potential supply there will need to be delivered in order to meet growing demand.

Vale of White Horse District



- Abingdon is a key area of unmet need with a shortage of over 200 Extra Care Housing units.
- The Wantage and Grove areas have the second highest demand; potential sites in these locations will need to be developed as a priority.
- The Faringdon and Didcot areas have enough potential supply if current sites are developed.

West Oxfordshire District



- There is a need for Extra Care Housing in smaller market towns which currently have no potential supply options. These include: Burford, Bampton, Charlbury, Eynsham, Woodstock and the Hanboroughs.
- There is good supply underway and potential in the larger towns of Witney, Carterton and Chipping Norton and these will need to be delivered as a priority.
- We plan to market a site for sale in Chipping Norton for c80 units, subject to planning permission.

A call for new Extra Care Housing sites and schemes

Although there is an increasing supply of Extra Care Housing in Oxfordshire and good prospects for additional capacity, there are locations with unmet needs. This presents a market opportunity for developers. We are keen to encourage additional supply on new sites and to discuss potential site options with developers and housing associations for affordable or market Extra Care Housing or a combination of both.

Key messages: Future Investment

- There is a clear picture emerging regarding opportunities to develop future Extra Care Housing at potential sites and we will support bids for development in these locations.
- Priority locations for new Extra Care Housing include: Bicester, north and west Oxford, the southern part of South Oxfordshire District, Abingdon, Wantage and various market towns in West Oxfordshire District.

Future Levels of Capital and Revenue Resourcing for Extra Care Housing

Capital Resources

We have set aside a capital grant allocation of £10.5m to help stimulate the supply of Extra Care Housing. This budget is available to spend on schemes developed between 2010/11 and 2016/17. Just under 50% of this budget has been allocated on new developments which means that we still have funds to assist with new proposals involving affordable housing provision.

Our capital budget has and can be used to help fund the following new Extra Care Housing developments:

- 'gap funding' to help meet construction costs and make new developments viable;
- help with the purchase of sites in public or private ownership to help assemble new capacity;
- help to under-write the risks of some shared ownership sales (which could be converted to rental units if unsold);
- help to provide additional capital subsidy to increase the number of rented units in certain locations;
- partial assistance for covering the abortive costs of fees incurred in trying to develop new capacity;
- assistance with the costs of converting sheltered to extra care housing.

For any capital grant assistance we need to ensure that there is a robust business case for providing help. We need to see that the new Extra Care Housing would generate significant revenue savings, especially where we are financing the capital grant via Prudential Borrowing.

We are looking for an 'open book' arrangement with any affordable housing provider seeking financial assistance and we will benchmark their costs and income streams with sector norms. Any grant will need to be linked to a Nominations Agreement giving us rights of referral. Such grants will also be secured by a Capital Funding Agreement between the Registered Housing Provider and us.

County and District Councils have had a good record of working with the Homes & Communities Agency to attract capital grant for new schemes and Extra Care Housing remains a key priority in the Oxfordshire Local Investment Plan.

Revenue Resources

We provide personal budgets to help meet the various care costs of those living in Extra Care Housing who have eligible needs. In addition, we help support the start-up costs incurred by providers delivering a 24/7 'core service'.

We have a strong reputation for partnership working with NHS colleagues. An outcome of this is an expanded older people's pooled budget which, recently combined with the Oxfordshire Clinical Commissioning Group, now totals £171 million.

This needs to be considered alongside changes in the level of all Council funding since 2010 in which we have had to save £127 million across all of our directorates. We are committed to saving another £74 million between 2014/15 and 2017/18 across all directorates.

Key messages: Funding

- We have an unallocated capital grant budget of almost £6m to help affordable housing providers develop new Extra Care Housing capacity.
- This capital budget can be used in various ways to help deliver new Extra Care Housing subject to various partnering agreements between the Council and housing providers.
- County Council and NHS pooled revenue budgets totalling £171m are available to fund various care services, including Extra Care Housing. This joint funding relationship increases our purchasing power.
- Funding levels will continue to come under pressure in future years.
- We are keen to discuss new sites for Extra Care Housing with various housing providers and can offer both capital and revenue resources to support appropriate developments.

Our Future Service Model for Extra Care Housing and the Challenge for Providers

Our role is changing from one of service provider to helping others to provide services, and helping people to help themselves. We will continue to provide a safety net for the most vulnerable people in the county.

Our future service model is based on the following themes:

- supporting people to stay safe, well and independent in their own homes;
- giving individuals access to good quality information and advice;
- increasing the range, choice and quality of all retirement housing for older and disabled people, with Extra Care Housing forming a leading part of that model;
- increasing the supply of private Extra Care Housing for rent or purchase;
- encouraging new and innovative forms of Extra Care Housing including larger scale care villages and options for those suffering with dementia.

Over the next few years we will:

- **Support the development of new extra care housing.** We want to see new schemes that meet the needs of owner occupiers and are less dependent on capital subsidy – we will encourage a greater range of mixed tenure or wholly private Extra Care Housing supply.
- **Encourage housing and care providers to form their own partnerships.** We want providers to develop 'market ready' new Extra Care Housing independent of our commissioning support – we want to see providers offering services at their own risk to self-funders and/or those supported with personal budgets from the Council.
- **Work with providers to evaluate the extent to which a 'housing with care' model can be developed for people with dementia** – we will provide additional forms of capital and revenue support to help develop innovative or specialist solutions to meet this need including new forms of assistive technology.
- **Encourage potential service users to work directly with Extra Care Housing providers** - we want to see an increase in the direct purchasing of services by individuals who are self-funders or using Personal Budgets funded by the Council.
- **Directly purchase from fewer domiciliary care support providers** - there will be a strategic shift to contract with fewer providers. This will allow us to develop strong partnerships to secure high quality sustainable specialist services with a core group of providers
- **Encourage older and disabled people to assess their own care needs** – so they can identify the help they need to maintain their health, wellbeing and independence.

Providers will need to help us to deliver new service models where service providers and their tenants or leaseholders with care needs work together.

Key messages: Our Future Service Model

- There will be more Extra Care Housing capacity available for market sale or rent.
- There will be more retirement housing generally for our ageing population.
- We want to encourage innovative housing with care services, particularly ones which better meet the needs of those with dementia.
- Our service model will continue to promote independence and choice to older people.
- Service users will have the opportunity to manage their own budgets and assess their own care needs.
- More people will buy their care and support directly from Extra Care Housing providers.
- Providers will need to respond to this changed market, consider new partnerships and sell their services directly to both private and council funded residents.

Working together

Housing and home support providers are key partners for us to develop Extra Care Housing to support older and disabled people. We are constantly looking to share expertise, benchmark best practice and work with our partners to deliver high quality housing and care.

At an **individual service user level** you can expect good quality social work support from us, good information and a proactive and appropriate response to address any issues of concern. Providers can also expect an open and transparent response to complaints and safeguarding.

At a **care provider level** you can expect an induction programme and on-going support to continuously improve your service. Each care provider will have a named Supplier Relationship Officer and a Contract Officer allocated to them, to help deliver our joint work.

At a **local level** you will be invited to attend our quarterly Care Provider Locality Supplier Liaison meetings which cover:

- local service delivery and the service delivery challenges we face;
- opportunities to improve what we do;
- how we can work together to seek local resolutions to the same issues;
- how providers can share resources to ensure business continuity.

At a **housing provider level** you can expect help with: site evaluation, planning applications, capital grants, joint nominations agreements and scheme publicity. This help is also given alongside close collaboration with each District Council.

In addition, our county Extra Care Housing Provider Forum for both housing and care providers will enable you to share best practice and learning and improve communication systems.

At a **strategic level** we will work with both housing and care providers on:

- service and workforce planning ;
- the development of apprenticeship schemes;
- identification and signposting to local training opportunities;
- the promotion of Extra Care Housing (a newsletter and a video have recently; been produced, please see *Extra Care Housing Newsletter 2014*;
- close working with District and City Councils on changes to strategic housing needs for older people;
- close links with the Homes & Communities Agency in order to attract grant funding to Oxfordshire.

You can expect us to provide them with information and advice that reflects best industry practice and, for care providers, legislative requirements. Some of this is already available through our Source Oxfordshire website www.sourceoxfordshire.gov.uk.

Key messages: Working together

- Housing and care providers are key partners in the delivery of extra care housing in Oxfordshire.
- We are seeking an open and collaborative working relationship with our providers to ensure the delivery of high quality extra care housing services.
- Providers will have opportunities to work with us to model and test innovative and cost effective approaches to service delivery.
- We will be working with key partners such as relevant Care Associations, District Councils, the Homes & Communities Agency and the Oxfordshire Clinical Commissioning Group.

Summary of key messages

Setting the scene

- We want older and disabled people of all ages to lead healthy, safe lives.
- We want people to achieve their full potential and be independent.
- We want to provide good quality housing for older and disabled people (aged 55 and over) to improve their health, provide security and a sense of wellbeing.
- We want to deliver over 930 Extra Care Housing flats by 2015.

The Extra Care Housing model in Oxfordshire

- Extra Care Housing is purpose built retirement housing with 24/7 on site care and communal facilities.
- Most Extra Care Housing currently provided is ‘affordable housing’ however, a wider range of tenures including private rent and sale is being encouraged and developed.
- Extra Care Housing aims to support a wide variety of lifestyles and meet care and support needs.
- The average size of current developments is 50 to 60 units although smaller and larger schemes exist in certain locations. Extra Care Housing integrates with its surrounding community.

Demand

- Older people are living longer and the 2011 census revealed there are 104,000 people aged 65 and over in Oxfordshire.
- The very oldest people have the highest needs.
- People with a disability are living longer, often with more complex needs.
- There is a current demand for 2,700 Extra Care Housing units and this will increase to a need for 4,500 flats (a 60% increase) by 2026.
- An estimated 24,000 older people in Oxfordshire are significantly limited in how they live their lives due to a disability.
- Forecasts of demographic change and projected demand for Extra Care Housing at a local level are available and frequently updated.

The current supply market

- We currently work with a small but varied group of housing and care providers.
- There are clear opportunities for existing and new providers to develop further Extra Care Housing in the future in designated locations.
- Extra Care Housing is a complex but evolving service involving various partnerships but resident satisfaction remains high.
- New schemes need to balance a variety of tenures and needs.
- The time between referral and moving and placement is too long.
- Care providers in Extra Care Housing often experience less recruitment and retention challenges compared to mainstream home support.

Funding

- We have an unallocated capital grant budget of almost £6m to help affordable housing providers develop new Extra Care Housing capacity.
- This capital budget can be used in various ways to help deliver new Extra Care Housing subject to various partnering agreements between the Council and housing providers.
- County Council and NHS pooled revenue budgets totalling £171m are available to fund various care services, including Extra Care Housing. This joint funding relationship increases our purchasing power.
- Funding levels will continue to come under pressure in future years. We are keen to discuss new sites for Extra Care Housing with various housing providers and can offer both capital and revenue resources to support appropriate developments.

Our Future Service Model

- There will be more Extra Care Housing capacity available for market sale or rent.
- There will be more retirement housing generally for our ageing population.
- We want to encourage innovative housing with care services, particularly ones which better meet the needs of those with dementia.
- Our service model will continue to promote independence and choice to older people.
- Service users will have the opportunity to manage their own budgets and assess their own care needs.
- More people will buy their care and support directly from Extra Care Housing providers.
- Providers will need to respond to this changed market, consider new partnerships and sell their services directly to both private and council funded residents.

Working Together

- Housing and care providers are key partners in the delivery of extra care housing in Oxfordshire.
- We are seeking an open and collaborative working relationship with our providers to ensure the delivery of high quality extra care housing services.
- Providers will have opportunities to work with us to model and test innovative and cost effective approaches to service delivery.
- We will be working with key partners such as relevant Care Associations, District Councils, the Homes & Communities Agency and the Oxfordshire Clinical Commissioning Group.

ANNEX

Table 1a: Extra Care Housing Schemes in development, by district

Scheme name	District and Location	Build Status	Open date	Flats
Orchard Meadows	Ch-Banbury	Open	2011	40
Stanbridge House	Ch-Banbury	Open	2012	70
Bretch Hill, Banbury	Ch-Banbury	Feasibility	2016-20	60
Centurion House	Ch-Bicester	Open	2012	20
Bicester, Graven Hill	Ch-Bicester	Feasibility	2016-20	55
Bicester South West	Ch-Bicester	Feasibility	2016-20	60
Bicester, ECO Town	Ch-Bicester	Feasibility	2016-20	170
Kidlington	Ch-Kidlington	Works underway	2015	52
Yarnton	Ch-Yarnton	Open	2013	50
Isis Court	C-Oxford	Open	2007	20
Greater Leys	C-Oxford	Open	2010	156
Shotover View	C-Oxford	Open	2013	55
Barton west	C-Oxford	Feasibility	2016-20	60
Didcot Ladygrove	S-Didcot	Feasibility	2016-20	60
Didcot North East	S-Didcot	Feasibility	2016-20	60
Goring	S-Goring	Works underway	2014	40
Henley	S-Henley	Feasibility	2016-20	50
Littlemore MH	S-Sandford	Feasibility	2016-20	35
Thame FC site	S-Thame	Open	2012	40
Wallingford centre	S-Wallingford	Feasibility	2016-20	40
Wallingford extension	S-Wallingford	Feasibility	2016-20	75
Nicholson House	V-Abingdon	Open	2010	61
Abingdon	V-Abingdon	Works underway	2015	40
Kingston Bagpuize	V-Faringdon	Plans Approved	2015	45
Faringdon Park Rd	V-Faringdon	Feasibility	2016-20	60
Didcot GWPark	V-Didcot	Feasibility	2016-20	80
Grove Air Field	V-Grove	Feasibility	2016-20	80
Wantage centre	V-Wantage	Feasibility	2016-20	60
Wantage Crabb Hill	V-Wantage	Feasibility	2016-20	60
Carterton	W-Carterton	Plans Approved	2016-20	93
Rock Hill Farm	W-Chip Norton	Feasibility	2015	80
Witney	W-Witney	Works underway	2015	80
Witney West	W-Witney	Feasibility	2016-20	80
Wychwoods	W-Wychwoods	Works underway	2015	44
TOTAL				2,131

Table 1b: Extra Care Housing Schemes in development

Scheme name	District and Location	Build Status	Open date	Flats	County Total
Isis Court	C-Oxford	Open	2007	20	20
Nicholson House	V-Abingdon	Open	2010	61	81
Greater Leys	C-Oxford	Open	2010	156	237
Orchard Meadows	Ch-Banbury	Open	2011	40	277
Thame FC site	S-Thame	Open	2012	40	317
Stanbridge House	Ch-Banbury	Open	2012	70	387
Centurion House	Ch-Bicester	Open	2012	20	407
Shotover View	C-Oxford	Open	2013	55	462
Yarnton	Ch-Yarnton	Open	2013	50	512
Goring	S-Goring	Works underway	2014	40	552
Wychwoods	W-Wychwoods	Works underway	2015	44	596
Witney	W-Witney	Works underway	2015	80	676
Kidlington	Ch-Kidlington	Works underway	2015	52	728
Abingdon	V-Abingdon	Works underway	2015	40	768
Rock Hill Farm	W-Chip Norton	Feasibility	2015	80	848
Kingston Bagpuize	V-Faringdon	Plans Approved	2015	45	893
Faringdon Park Rd	V-Faringdon	Feasibility	2016-20	60	953
Littlemore MH	S-Sandford	Feasibility	2016-20	35	988
Didcot Ladygrove	S-Didcot	Feasibility	2016-20	60	1,048
Carterton	W-Carterton	Plans Approved	2016-20	93	1,141
Bicester, Graven Hill	Ch-Bicester	Feasibility	2016-20	55	1,196
Wallingford centre	S-Wallingford	Feasibility	2016-20	40	1,236
Didcot GWPark	V-Didcot	Feasibility	2016-20	80	1,316
Grove Air Field	V-Grove	Feasibility	2016-20	80	1,396
Wallingford extension	S-Wallingford	Feasibility	2016-20	75	1,471
Henley	S-Henley	Feasibility	2016-20	50	1,521
Bretch Hill, Banbury	Ch-Banbury	Feasibility	2016-20	60	1,581
Bicester South West	Ch-Bicester	Feasibility	2016-20	60	1,641
Didcot North East	S-Didcot	Feasibility	2016-20	60	1,701
Barton west	C-Oxford	Feasibility	2016-20	60	1,761
Wantage centre	V-Wantage	Feasibility	2016-20	60	1,821
Witney West	W-Witney	Feasibility	2016-20	80	1,901
Wantage, Crabb Hill	V-Wantage	Feasibility	2016-20	60	1,961
Bicester, ECO Town	Ch-Bicester	Feasibility	2016-20	170	2,131

If you have any questions, please write to:
JointCommissioning@oxfordshire.gov.uk

For further information about our work visit:
www.oxfordshire.gov.uk *and*
www.sourceoxfordshire.org.uk

If you would like this document in another format or language, please contact Oxfordshire County Council on: 0845 050 7666.