



Supplemental Report

Presented to the
Meeting of the
**Hertfordshire & West Essex Integrated Care
Partnership**
on
Wednesday, 20 March 2024

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Presentations

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Presentation to: Integrated Care Partnership

March 2024

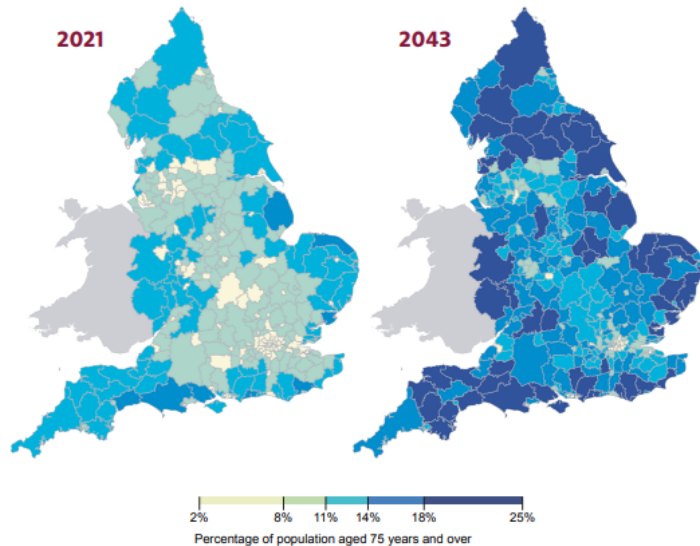
**Working together
for a healthier future**



Chief Medical Officer's Annual Report 2023

Health in an Ageing Society

Executive summary and recommendations



Ill health and disability in older age is not inevitable

The growth in older people is occurring unevenly in geographical terms

Improving the quality of life as people age by:

Reducing disability and ill health

Adapting the environment

Older People and Housing

- 49% of the 3.5 million non-decent homes in England are headed by someone aged 55 and over
- Most of these are owner occupied
- Older private renters are likely to live in poor-quality homes and almost 40% of pension age private renters are living in relative poverty
- People of diverse heritage are more likely than white British people to live in a home that is over crowded, has no central heating or is in shared accommodation



Recommendations for policy makers

Plan systematically for
an ageing population

Fix cold and dangerous
homes, adapt to
support ageing
populations

Make new homes
accessible

Consider locations
where people can
easily maintain
independence as they
age



Links in HWE Integrated Care Strategy

Priority

- | | |
|-----|---|
| 2.4 | Working in partnership to support delivery of sustainable homes, including affordable housing and adoption of decent home standards |
| 4.3 | Ensure local communities and the environment, including outdoor space, transport and buildings, are integrated and are age and dementia friendly |
| 4.7 | Improve provision of extra care housing for older people with health and care services embedded so our older residents can maintain their health, wellbeing and independence into old age |

Hertfordshire - Strategic Outlook

RIGHT HOMES, RIGHT PLACES

Strategic goals

To ensure Hertfordshire unlocks the investment needed to deliver the right homes for its residents and that all new homes meet quality and sustainability standards



Seek to increase the provision of housing for:

- Social/ affordable tenures;
- Specialist homes for young adults and older people;
- Homeless and temporary accommodation;
- People experiencing other housing vulnerabilities.

Create a pipeline of development sites.

All new homes to achieve high quality design, sustainability and healthy places principles.

To prepare Joint Strategic Plans for the North-East-Central and South-West areas of the county.



DID YOU KNOW...
Over a quarter (27.8%) of homes in Hertfordshire are occupied by one person

YOU TOLD US...
“Decent homes for the less advantaged and more vulnerable members of our community must come first”



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Hertfordshire – specialist accommodation needs assessment

		Broxbourne	Dacorum	East Hertfordshire	Hertsmere	North Hertfordshire	St Albans	Stevenage	Three Rivers	Watford	Welwyn Hatfield	Hertfordshire
Housing With Support (Sheltered)	Affordable	18	-709	-87	-98	90	226	-387	-193	-223	-1,465	-2,799
	Market	915	1,494	1,897	1,214	1,057	1,314	710	1,035	470	778	10,854
Housing With Support Total		933	786	1,810	1,117	1,147	1,539	323	842	246	-687	8,056
Housing with Care (Extra Care)	Affordable	103	416	191	99	187	110	118	188	104	237	1,768
	Market	679	652	1,091	669	632	968	420	670	-72	591	6,286
Housing with Care Total		782	1,068	1,282	768	819	1,079	538	857	31	828	8,054
Nursing Care		486	682	368	131	269	503	172	284	62	399	3,355
Residential Care		-193	-231	-209	-435	-183	-264	4	-202	-259	-484	-2,456

Accommodation Types: Requirements through to 2042 by District Older Adults

Source: Icen Report commissioned for Adult Care Services, Dec 2022

West Essex – Strategic Outlook

Strategic Goal: Enabling people to live their lives to the fullest



People have told us that they want to live as independently as possible and to feel part of a local community. Suitable accommodation is a key enabler to realising this aspiration. To increase and enable independence requires the right accommodation, with the right care and support, at the right time to house and support people at all stages of life irrespective of need and any disability or impairment they may be living with.

Essex County Council (ECC) wants to see housing that is:

- ✓ Designed to be accessible
- ✓ Adapted to become accessible to meet the changing needs of residents, especially as they age; and
- ✓ Has support and care available for those who need it, provided by people and technology

Outcomes:

- New homes and places are designed for residents to live independent and healthy lives
- Homes are adapted and digital technologies adopted, to support residents to live independently
- Access to high quality specialist and supported accommodation for those that need it

In progress:

- **Accommodation Strategy** – to be completed in 2024, setting out Adult Social Care ambition for accommodation, including general needs and specialist housing for older people. Next area of focus is all housing related support services to enable people to remain safe and independent at home or other suitable accessible housing
- **Specialist Housing Need Assessment** – to be completed during 2024, forward forecasting need for specialist housing, including residential and nursing care homes and extra care housing

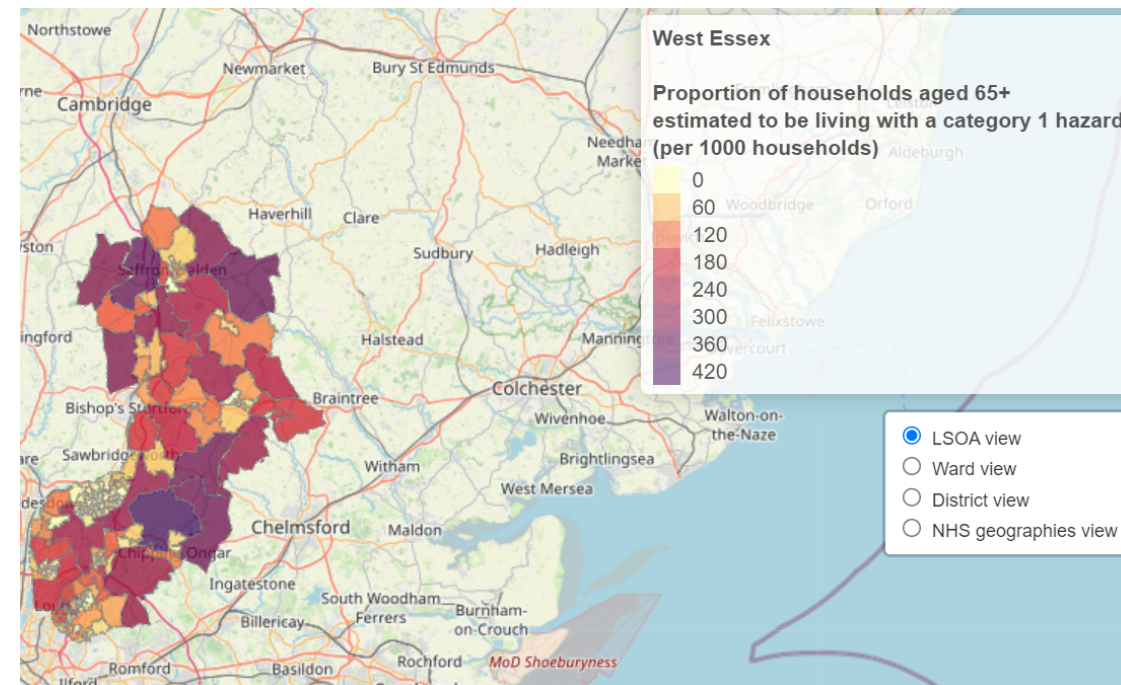


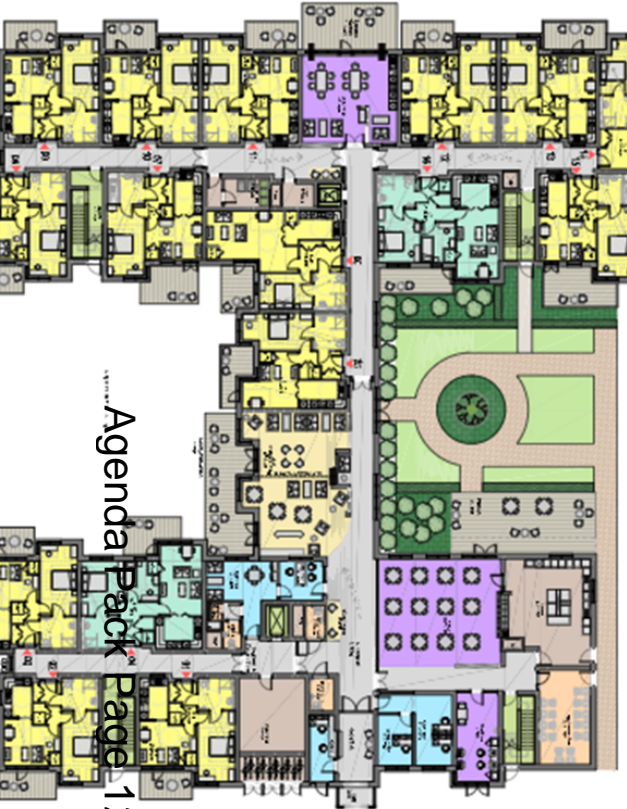
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West Essex - Housing Quality and impacts on Health and Social Care

- There are 37,343 homes with people 65+ living in West Essex
- There are 3403 homes (9%) with people 65+ are predicted to have at least one category 1 hazard i.e. low energy efficiency, old properties, wall type etc.
- The majority of homes (84%) predicted to have a category 1 hazard are owner-occupiers. 12% are private renters and 4% are social renters.
- Addressing poor housing outcomes improves health outcomes and reduces costs to the system
- For consideration;
 - More enforcement of housing quality and timely repairs
 - Consider home support loans
 - Raise awareness of risks to health from poor housing quality in high-risk areas
 - Equip front line staff to flag poor quality housing
 - Prioritise service reviews for people flagged or predicted to be in poor quality housing





Case Study – Enabling Extra Care Housing in West Essex

- In West Essex there are three existing extra care schemes, Summers Farm in Harlow (42 apartments), Honey Tree Court in Epping Forest (40 apartments) and Cornell Court in Uttlesford (40 apartments)
- Cornell Court in Uttlesford opened in 2020 through a partnership between L&Q housing association, Uttlesford District Council and ECC. At the scheme there are also 33 sheltered housing apartments and a café, hairdressers and health and beauty run by Enterprise East Group CIC employing and training people with disabilities. Enterprise East also provide other initiatives from Cornell Court to improve social inclusion for residents and the wider community
- There is a nomination panel for each scheme, which includes ECC, the local housing authority, the landlord and on-site care and support provider. Panel members identify and agree suitability of nominations
- There is now increased flexibility on who can be considered for schemes, including adults with a disability and/or mental health needs where extra care has been identified as suitable to meet need
- ECC is seeking to enable the development of two new extra care schemes (60 apartments each) in West Essex on sites owned by ECC, working with Essex Housing (ECC's housing company), the local housing authority and registered providers.



Case Study – Eastern Playing Fields Extra Care Housing - Hertfordshire ACS working with Borough of Broxbourne and Anchor Hanover

- HCC Cabinet agreed Programme for Extra Care Housing 2019
- Pipeline of schemes across Hertfordshire
- Includes development of 97 affordable extra care homes including 26 shared ownership bungalows in partnership with Anchor Hanover & Borough of Broxbourne
- HCC owned land allocated in the local plan for older people housing through the HCC/Borough of Broxbourne Strategic Supported Accommodation Board
- Maintains protected views of St Mary's Church through development
- Integration with local community through links with church and provision of community space within development



Case study – Robin House Extra Care Housing - Hertfordshire ACS working with Watford BC and Watford Community Housing Trust

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Working with Hertfordshire Registered Providers to support and expand delivery of Extra care housing across the county on RP owned sites

Robin House 45 apartments of Extra Care developed by WCHT with Homes England funding as part of wider regeneration of Meriden estate includes general needs accommodation, retail, community and green spaces for residents

Collaboration on design features suitable for older population including communal kitchen/dining and therapy/well being spaces to ensure enabling environment and home for life

- Care and Support provided by HCC and well-being activities for tenants provided via locally run organisations and charities
- Tenants being identified for the scheme through partnership working WBC, Adult Social Care and WCHT – housing need, 'right sizers', under occupation, care and support need



Case Study – using specialist accommodation in West Essex for short stays for older adults

- Using care homes, extra care and sheltered housing more flexibly for short term stays to give people the best possible opportunity to return home following a hospital stay or life event.
- Multi-disciplinary team approach to ensure the right support is in place to enable a return home (or to other suitable accessible housing) where possible

Recovery to Home – short term use of residential care, went live in November 2023 in two care homes in West Essex, Humfrey Lodge and Alexandra House. 10 rooms currently being used for short stays of up to 4 weeks across the two homes

Stepping Stone Home – short term use of extra care and sheltered housing. Being trialled in North-East Essex and exploring roll out across Essex, including West Essex



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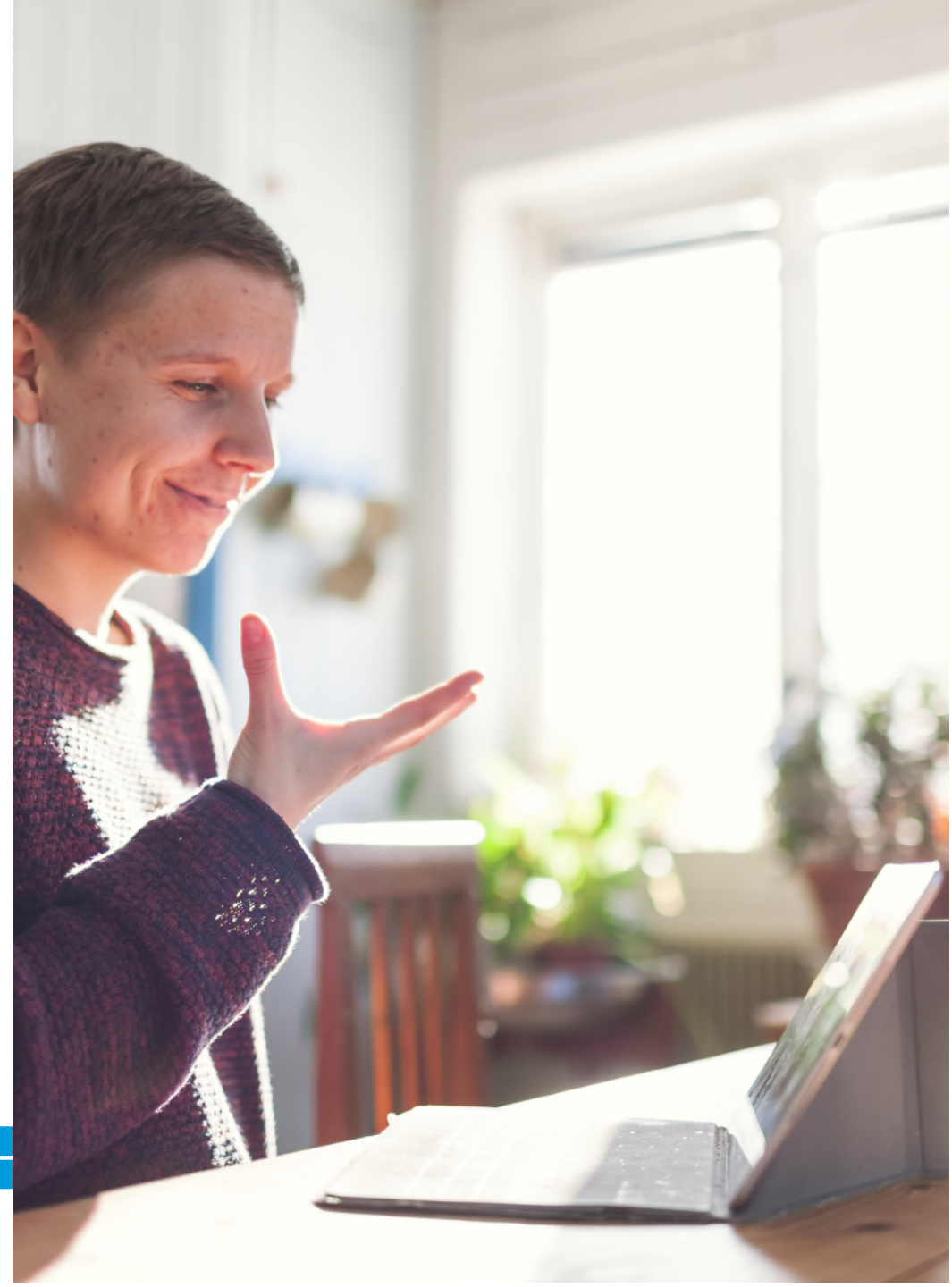
Case study: ECC Technology Enabled Care

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- **Sentai test and learn** - Sentai uses a motion sensor, hub, and Amazon Alexa and provides reminders, AI-powered conversation, and monitors the activity of those who receive care. Sentai allow closer communication between the adults and their support network, as well as offering regular well-being checks and reminders that will offer peace of mind to friends and family.
- **Hospital Post** – Based in Princess Alexandra Hospital raising awareness of our offer and supporting to identify adults who would benefit from Technology Enabled Care.
- **Next Steps** –
 - Accelerating Reform Funding to develop catalogue of applications
 - Digital Social Care Record funding for ICB bids to roll out Vayyar across care homes for motion detection to prevent and respond to falls



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HCC – Assisstive Tech ‘Data Inspired Living’



Data Inspired Living is a tool for social care practitioners to use as part of care planning for residents we support. It consists of an online dashboard, which provides a view of residents' routines at home using various small, discreet sensors that are placed around the home and help to build a day to day picture of someone's normal routine.

assistivetechology@hertfordshire.gov.uk



“The benefit of the DIL is that it gives a longer term solution for residents to provide that preventative measure - such as declining mobility. A lot of families are so anxious about family members that have fallen and this helps give them reassurance.”

Adult Care Social Worker

***Alma** was discharged from hospital following a UTI with a package of care at a weekly cost of £298.20 and agreed to have DIL installed. Alma has a new diagnosis of dementia and wanted to remain as independent as possible and remain at home.*

The data evidenced an improvement in her mobility over a short period of time, her care plan was reviewed and Alma agreed to have her commissioned package of care ceased as it was no longer needed and she has had no further admissions to hospital.



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Case Study – ECC Specialist Housing Occupational Therapy

- One operating in Harlow DC but plans underway to ensure equity of provision across Essex
- Works alongside Environmental Health Officers to progress recommendations for home adaptations, advise and consult on referrals with emphasis on complex schemes.
- Facilitates the safe and early discharge of people from hospital, hospices, residential and nursing homes.
- Aims to prevent hospital admissions, by promoting safety and independence through appropriate adaptations
- Complex DFG case support e.g. urgent rehousing, or poor living conditions needing adaptations.
- Assess void council properties for wheelchair users
- Review developer plans for accessibility of affordable/social housing
- Work with Registered Social Landlords to improve understanding of adaptable and accessible properties, and marketing to target people with those needs.





Case Study – Herts Home Improvement Agency

- Partnership between HCC and 6 District / Borough councils
- Working closely with local housing associations
- 2022/23 £5.9m spend
- HHIA completed 645 cases in 2022/23, delivering 307 level access showers, 134 stairlifts, 29 ramps and 28 hoists
- Supports with door entry systems, door widening, extensions, safety improvements and through-floor lifts
- Priority pathway for Discharge to Assess
- 93% of clients reported an increase in their independence arising from the adaptation
- 30% of interventions prevented a care package breakdown

Case study – Herts ACS – expansion of nursing home provision

- Challenges in quality of nursing care
- HCC agrees a direct build approach with £45m capital funding for 3 'best in class' nursing homes
- Prioritising locations where there is insufficient provision or lack of quality
- Broxbourne NH opened autumn 2022 addressing critical shortfall in provision in the locality; innovative design re dementia
- Little Furze in build phase; Stevenage at design stage
- Link to acute hospital settings, opportunity for intermediate care

Case Study – Essex ACS influencing role for new accommodation developments

- Providing an ECC, including Adult Social Care response to local plans, garden communities and planning application consultations
- Responding to planning applications with over 500 homes and any application for specialist housing, including care homes, extra care, supported living or sheltered housing schemes
- Ensuring developments will be adaptable, accessible, dementia friendly and enable people to age well and in place
- Ensuring extra care schemes, both for sale and for rent are in line with the extra care design guide



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Case Study – Dacorum BC – Herts ACS – leveraging partnership working

- Joint strategic leadership from HCC/DBC via Herts Supported Housing Strategic Board (HSHSB)
- Provides opportunity to identify opportunities, risk, raise awareness and drive collaboration.
- Engagement with Hertfordshire Heads of Housing & Growth Board to help deliver aims of the HCC Accommodation Strategy
- Strategy development will shape the ‘Dacorum’ aspirational standard.
- Review of current assets to identify opportunities improve current stock and expand flexi care housing provision in the borough.
- Combating social isolation, barriers to inclusion through service design.



Next Steps

Bringing these perspectives firmly to the fore in place-making / shaping / strategic planning / design considerations

Scope to develop ICS wide strategy for Older People's Housing including:

Joined up vision for accommodation for older people that develops a range of options that appeal and considers multiple tenures

Supporting people to plan ahead for older age, widening the conversation, understanding emotional and cultural perspectives and working with these

Developing the full picture of need together using all perspectives

Fully understanding the implications of developing strategies around independence – mitigating risks of exclusion and loneliness

Discussion

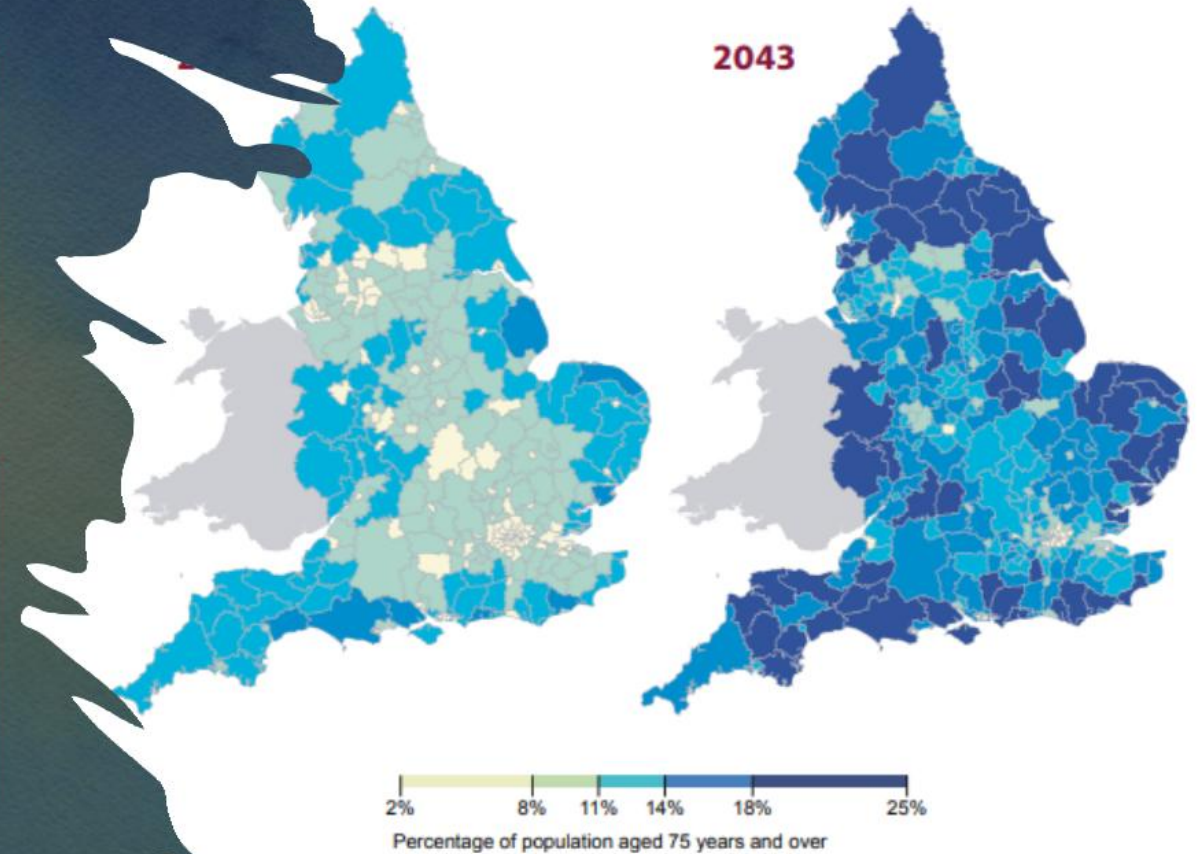
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How HWE ICP can support the development of communities where older people can age well

Role of Local Councils/elected members in this endeavour / levers and opportunities

Role and implications for health partners

Accelerating progress in responding to the challenge for policy makers





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The impact of Housing Quality on Health of Children

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Dustine Hoy, Joanna Harding, Neil Walker, Jason Hagland

on behalf of District and Borough Councils

Katherine Thompson Essex County Council

Victoria Leitner Hertfordshire County Council

Emily Brisley Uttlesford Citizens Advice

Avani Devkaran H&WE Integrated Care Board

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Health starts at home, yet for some children home is making them sick.

Overcrowding is linked to development issues for children as well as worse mental health

Damp, mouldy homes lead to lung damage and impairs development



Cold homes mean that children are less likely to be able to do their homework

Housing affordability can result in families having to choose between heating or eating

About 1 in 7 homes don't meet the decent homes standard across England.



estimated to cost the NHS £1.1bn a year.



In 2022, 14.6% of all homes in England (3.7 million homes) still don't comply with the Decent Homes Standard.



Children from poorer families are disproportionately affected by poorer quality housing.

Compliance means a property:

- meets the current statutory minimum standard for housing
- is in a reasonable state of repair
- has reasonably modern facilities and services
- provides a reasonable degree of thermal comfort.

Focus on homes with damp and mould

1. Learning from the death of baby Awaab Ishak
2. Reducing poor quality homes across Hertfordshire and West Essex
3. Discussion: 'What more can we do together to support progress?'





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Part 1: Baby Awaab

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While rare, at worst, damp and mould in poor quality housing can kill.





There was an apathy for action by the housing association and a bias to blame the family's 'lifestyle'

2017

- First complaint – parents told to paint over the area by the housing association
- Damp and mould unresolved

2018

- Baby Awaab born
- Damp and mould unresolved

2019

- The family make an application to be rehoused as damp and mould remains unresolved
- Baby Awaab has repeated attendances at GP practice, more than most children, for cough, runny nose and respiratory tract infections

2020

- June – The housing association confirm the presence of mould but no action taken
- July - Health visitor writes to the housing association raising concerns about damp and mould
- December – Baby Awaab dies

In the 3 years running up to the death of baby Awaab the family had contact with multiple service providers. Yet, no one alerted environmental health to the issue.





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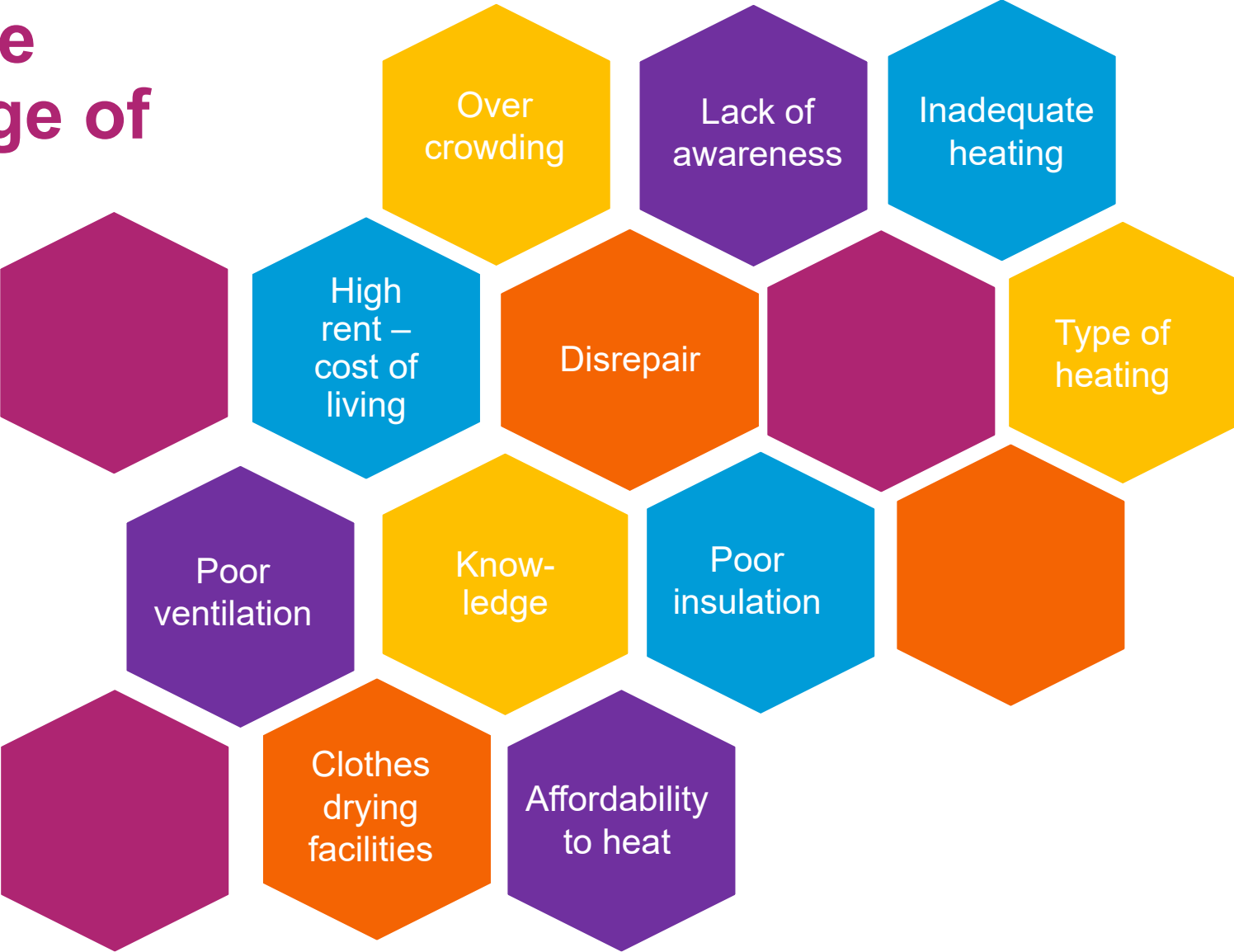
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Part 2: Reducing poor quality homes across Hertfordshire and West Essex

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Damp and mould are influenced by a range of factors



Landlords have a statutory duty to...

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Keep in repair the structure and exterior of the dwelling and installations e.g. water supply

Ensure properties are **fit for human habitation**, which includes 'freedom from damp'

Ensure **properties are free of hazards** as defined by the housing health and safety rating system. Damp, mould and excess cold are two of the more commonly occurring hazards in housing.

Environmental Health has a statutory duty to...

- **Act** to ensure the removal of category 1 hazard, where identified. This might involve:
 - Serving a notice on the landlord e.g. an improvement notice
 - Taking action to enforce the landlord to comply.
 - Where there is an imminent risk to health EH can serve a notice on an owner occupier home



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How many children are estimated to live in cold, damp or mouldy private rented homes in England?

- A. 0.8 million
- B. 1.6 million
- C. 2.3 million



Over 1,000 children in Hertfordshire are still living in damp, mouldy homes.

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Area	Homes	Estimate of homes with damp	Estimate of homes with damp, mould and a child under the age of 14 living there
Hertfordshire	479,327	17,855	1,033

2% owner occupiers
 11% private renters
 5% local authority renters
 4% housing association renters



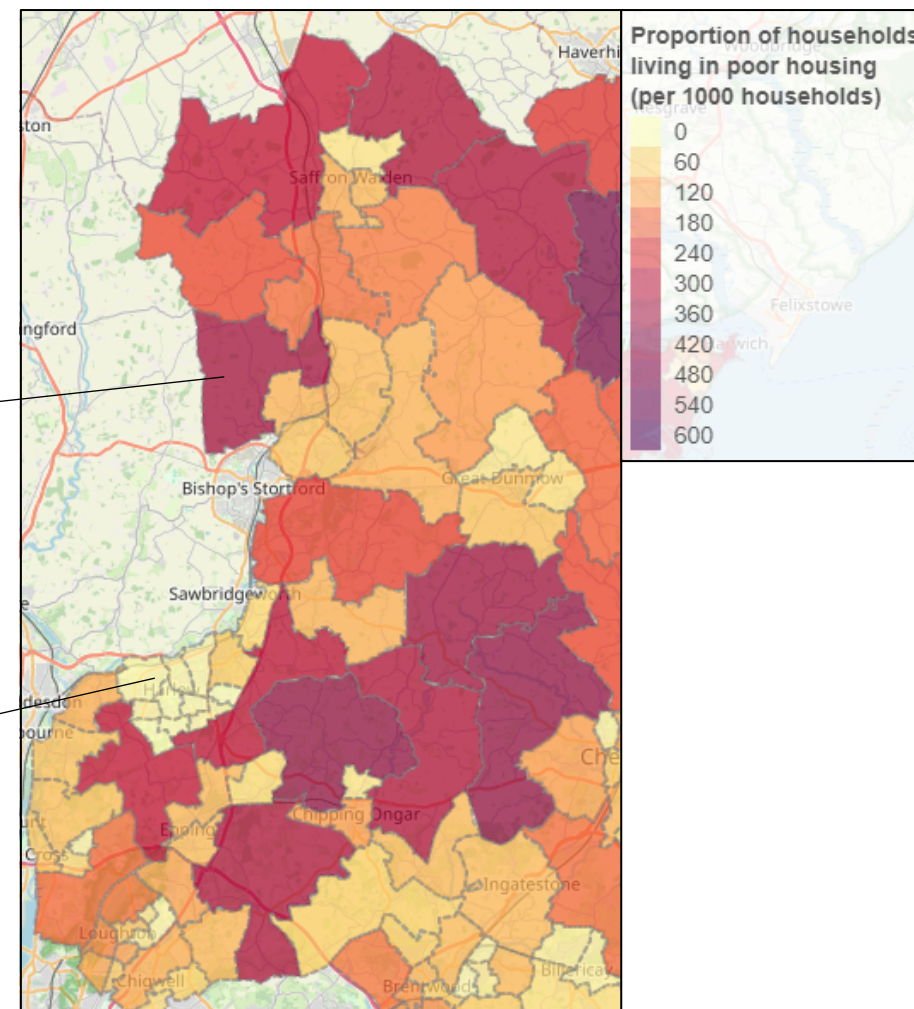
In West Essex about 14% of private renters, 9% of owner occupiers and 2% socially rented homes are likely to be poor quality.

Stort Valley

Number of households (2021 census): 807
 Predicted number of households living in poor quality housing: 288
 Predicted range: 263 to 313
 Rate of households in poor quality housing (per 1000 households): 357

Little Parndon and Hare Street

Number of households (2021 census): 3907
 Predicted number of households living in poor quality housing: 42
 Predicted range: 31 to 56
 Rate of households in poor quality housing (per 1000 households): 11



Tackling some of the factors influencing damp and mould in homes

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Home > Latest news > Over 135 socially rented homes get warmer and greener with grant-funded insulation

Over 135 socially rented homes get warmer and greener with grant-funded insulation

Watford Borough Council, Watford Community Housing, Three Rivers District Council and Thrive Homes partner together to deliver improved insulation to homes in the community...

Watford Borough Council, in partnership with Watford Community Housing, Three Rivers District Council and Thrive Homes, have successfully delivered a programme that upgraded some of the worst-performing homes in their areas by installing external wall insulation.



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Tendering's enforcement team

- About 600 homes in Jaywick are privately rented and many are timber framed.
- About 62% of homes in grasslands and Brooklands do not meet the decent homes standard
- In 2022 the district council received £900K from the NHS to target enforcement focussing on category 1 hazard rented properties over 3 years.
- This has enabled the council to establish a healthy homes team focussed on tenant and landlord engagement, inspections and enforcement.



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Part 3 – Discussion

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What other opportunities are there for system partners to help prevent and identify homes with damp and mould?

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- How can we enable professionals working with families to identify people living in homes with damp and mould and trigger action?
- Do professionals working with families know where to go if there is a housing quality issue?
- How can we strengthen links with the NHS's focus on health inequality through Core20+5?



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