

DERBYSHIRE HEALTH AND WELLBEING BOARD

28 November 2013

**Report of the Deputy Chief Executive and Strategic Director Health and
Community Safety**

HOUSING, HEALTH AND SOCIAL CARE

Purpose of the report

To provide an update on the outcome of the Housing, Health and Social Care seminar which took place on Monday 28 October and set out an approach for taking the work forward.

Information and analysis

Seminar with Care and Repair England

In June 2013 a report was taken to the Derbyshire Partnership Forum by John Simmons of Care and Repair England. The report made the case for greater integration of Housing, Health and Social Care services in order to improve outcomes for Derbyshire residents, especially in relation to independent living.

Following discussion at the Derbyshire Partnership Forum it was agreed to arrange a seminar in collaboration with Care and Repair England to explore the relationship between Housing, Health and Social Care services.

The seminar took place on Monday 28 October with a breakfast session focused on the lifetime homes standard and a second session exploring a wider set of issues including the Disabled Facilities Grant (DFG) and affordable warmth.

The seminar was well attended. There were 60 attendees on the day representing a wide range of organisations including housing developers, Voluntary and Community Sector, District Councils, and a number of health providers including CCGs and hospitals.

Key themes arising from the workshop included

- The need for the DPF and partners to take a strategic approach to tackle the issues outlined, building on a collective/shared responsibility to collaborate more widely;
- The importance of communications/engagement and lobbying in ensuring that joint strategic objectives are met;
- The need to influence planning policy both locally and nationally to ensure that Lifetime Homes Standards are easier to implement;
- The potential to work together to identify new funding approaches, with a recognition that an invest to save/preventative focus can free up funding throughout the system;

- The need to share information more effectively to enable better planning and encourage the private sector investment needed;
- The potential to link into existing good practice and pilot innovative new approaches.

Attached at Appendix 1 is a draft summary of the key points made during the table discussions. Participants were also asked to identify commitments and actions which they or their organisation would be willing to undertake to address the issues identified.

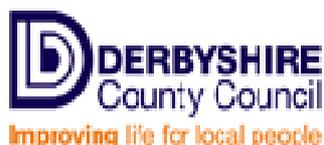
Partners agreed that there was a real opportunity and impetus to move forward on the issues identified at the workshop, and that the most appropriate way to do this would be to establish a small working group. The primary purpose of this group would be to develop a strategic approach and actions relating to the key issues identified, building upon the discussion sessions and commitments and actions made at the event. This Group will need to make appropriate links to existing groups around the county with a strong link to this agenda including the Housing and Health Group, Accommodation Support Group, Planning Officers Group etc.

It is anticipated that this group will report back to the Health and Wellbeing Board at regular intervals.

Recommendations

That the Health and Wellbeing Board:

1. Note the outcome of the Housing, Health and Social Care seminar
2. Agree to the establishment of a working group to take forward the actions from the working group



“How to keep older people in their own home in times of austerity”

28 October 2013

Table discussion write-up.

Session 1 - Lifetime Homes

Reflection on the issues raised – what are the issues from your organisation’s perspective?

Planning

Planning Ahead

Delegates felt that better planning ahead was needed to help address the impact that the ageing population will have. It was noted that some areas such as Derbyshire Dales have a higher age profile which can threaten the sustainability of communities. There appears to be pressures to build affordable homes in rural areas which may be cut off from basic services.

Local Development Framework

There was a strong feeling that in future Lifetime Homes standards needed to be included in all the Local Development Frameworks countywide.

Delegates thought that it was essential that work take place with planning departments to ensure a full range of housing types (not just flats) were available, and it that it was necessary to ensure that an adequate supply of land for this type of housing was included in Local Development Frameworks.

As significant landowners the NHS and DCC could have a strong influence over new housing development and could insist on specific property times that the ‘market’ will not necessarily deliver in sufficient volumes.

Market Demand

An increase in the ageing population should mean that there is demand for lifetime homes. It was felt that sheltered housing is only seen as a short term solution and as a consequence there had been a decline in demand.

Delegates recognised that not enough people currently plan ahead for their future housing needs and that there needs to be greater public awareness so that communities are better placed to influence developers. People need to be encouraged to look at housing which meets these standards and to think about their future at an earlier stage. Delegates stressed that it was imperative for investment to take place into a range of housing types with accommodation fit for purpose, which is also linked to demand and availability of land.

Housing Requirements

Properties built to Lifetime Home Standards need to adequately address safety standards whilst also addressing additional needs. It was recognised that properties need to be accessible and have adequate space so that people

DRAFT

can safely manoeuvre around their properties. Ideally housing needs to be single story accommodation without steps and stairs to prevent falls.

There is a general perception, and often associated stigma, that Lifetime Standards homes are overly adapted or, adversely, quite simply have wider doors. There is a need to work closely with planning, developers and public sector investors to combat these perceptions. It was recognised that within some organisations discussions may take place between a planning department and developers without the housing department knowing and that improve communications within organisations within organisations would be beneficial.

Current Stock

Delegates raised concerns relating to the size of properties available, as smaller homes can often isolate older people from their families with no facilities for them to 'stay over' when visiting or looking after relatives. Current properties such as bungalows have been removed or redeveloped; often properties are in the wrong place or inappropriate style with no progressive change in council properties. It was felt that there was a need to ensure that properties are fit for purpose. There was concern raised regarding the potential lack of suitable properties available for people to move into when downsizing.

Costs

Delegates requested clarification regarding conflicting costs of building lifetime homes when compared to standard like for like accommodation (£451 - £7,000).

Financing

There was a strong feeling that joint investment from both Adult Social Care and Health needed to take place in order to save on future costs of property adaptations and health and social care (invest to save approach).

How can we work collaboratively to address issues?

Communication/Engagement/Lobbying

Delegates felt that there was a need to encourage better communication and flexibility between council departments, districts, partners and developers. This would stimulate a collective approach allowing stakeholders to agree the 'basics', before linking into legislative requirements and existing resources. The existing 'silo' mentality needs to be challenged in order to improve joint working. The role of the Health and Wellbeing Board was seen as is integral in taking this work forward.

DRAFT

It was also felt that better use of existing organisations' resources, particularly when going into homes, would give more flexibility to begin conversations about future housing options for older people. It was recognised that partners needed to work together to help older people/owner occupiers address their future housing needs. Partners felt that better information was required to assess the scale of the challenge, in terms of numbers, benefit, funding shortfall and previous models. There is a need to challenge all stakeholders and developers and lobby government.

Funding/finance

Delegates felt they needed to work collaboratively to address funding issues. The Disabled Facilities Grant needs to be used in a smarter way, particularly in the context of the Integration Transformation Fund planning. Alternative sources of investment e.g. funding from the Local Economic Partnership need to be investigated. There was a general recognition of the benefit of a single budget approach which would ultimately combine some of Adult Social Care, Health and Housing budget streams. There was also agreement that preventative investment brings significant benefits later on and that there could be incentives to encourage developers to deliver lifetime homes.

Planning

It was felt that local Planners needed to be given more 'power' to ensure that minimum standards are included in the local plan.

Relationships with Developers

Some delegates wished to support and incentivise developers in order to convince them to invest in lifetime homes and work towards identifying ultimate selling points for these properties. It was essential to continue to work with developers to provide aspirational housing, building a modern and appropriate product for the 70% of older people who are owner occupiers.

Over-arching comments

It was felt essential to adopt a joined up and strategic approach in order to successfully take this work forward. There was also a need identified to positively engage stakeholders, particularly local communities in this agenda.

There was recognition that there is a market for this type of housing, however there is also the need to ensure availability of suitable stock if demand is stimulated, and that the needs of people are fully understood. Older owner/occupiers need to be equipped and better placed to address their own housing requirements in the future.

DRAFT

What are the practical steps that can be taken to tackle issues raised?

Communication/Engagement/Lobbying

Delegates felt that good communication between stakeholders was essential to work together successfully. It was also suggested that more consultation and participation took place with 'end users' – taking a bottom up rather than top down approach. It was also felt that contact should be made with the 85% of older people not currently interacting with or receiving our services.

Delegates agreed that this work should continue through the Derbyshire Partnership Forum and that the 50+ Forums could be used to help gather the views of older people and gain wider support. It was suggested that that work with East Midlands Councils would help to increase 'our' voice. There also needs to be an agreed vision of minimum standards expected prior to commissioning of homes taking place.

Lobbying Central Government for changes to planning controls and for assistance enabling older people to buy properties were also suggested.

Funding and Finance

It was acknowledged that there should be a greater understanding of the real costs of housing, health and social care. Delegates also recognised the need to invest now in order to save for the future, and that consideration be given to creating a single budget combining those of the Adult Social Care, Health and Housing.

It was suggested that some form of taxation, to compensate for future Disabled Facilities Grant requirements, be considered. It was also felt that mortgage providers should be influenced to take into account the impact on long term health when considering mortgage applications.

Planning Legislation

Revisions could be made to planning legislation so that new build homes meet the requirements of this age group, and that there is greater consistency and co-ordination between district planning authorities.

Information Sharing

In order to 'work smarter not harder' there needs to be more consultation with end users with information being shared in relation to the demand, demographics and research undertaken on the social value of housing by the Housing Association Charitable Trust.

DRAFT

Market Demand

The number of people aged 85+ is set to increase by 100%. Given this it was suggested that appropriate housing stock was been developed, to lifetime home standards, without duplicated effort. Equally, opportunities for people to move into lifetime homes at an earlier age need to be created.

Housing Delivery

Housing providers need to be encouraged to inspect homes to identify if any adaptations are required and assist tenants get help as appropriate. Housing providers could also explore whether there is also the potential for this to be part of the day to day duties of maintenance workers. This is already happening in Amber Valley and North East Derbyshire where social landlords are also looking at how they can support tenants move to more suitable properties that are already adapted.

It was suggested that modifications could be made to one bedroom accommodation units in sheltered housing to meet appropriate standards, taking into account the impact this will have on the amount of units available. Could existing bungalow provision be reconfigured to also take account of the Lifetime Home Standards? Provision needs to include a range of tenures.

It needs to be understood that housing, health and social care is further reaching than just the older population whilst equally recognising there is the need to get people into lifetime homes at a younger age. Targeting should be based on need and not geography, which is a very different way of thinking.

Organisations need to assess their portfolio of housing stock. There is currently no date for decommissioning properties and no likelihood of replacements. Organisations equally need to look at the properties they are unable to let and think about future requirements.

Session 2

What are the main housing challenges/opportunities facing people as they age?

Elderly people themselves may not wish to move accommodation, or be in a financial position to do so. There is a need to future proof their existing homes to take into account conditions such as dementia etc. Some people may have financial/equity issues as they age and may need support and advice. Equally people may lack confidence through reduced health or mobility and decreasing social contacts, and may be anxious with regards to fuel and energy issues.

Some people struggle to access parts of their homes due to existing accommodation having restrictive floor areas. There is not enough ground floor, single storey accommodation being built. Some properties are unsuitable due to steep stairs/steps and are too costly to heat.

People struggle to get their head around change; it is dependent on their outlook and mobility. They need new challenges, to be active and feel valued. Older people need to be encouraged to come to terms with needs before the need arises. Aids and adaptations or even relocations are only implemented as reactive measures rather than proactively, which adds pressure to the supply chain. There is a need to assess requirements at the right time and not when people are at their most 'fragile'. Engaging more with families through 'well-being' events held in familiar and comfortable settings to help people and families plan ahead could facilitate this approach.

Many families are unable to care for relatives and equally need support through the transition from being hands on carers to not being able to continue with family care. We need to identify when to provide assistance.

Many people need a home help to support them on a daily basis. There is an increase in the number of people who are living alone which may mean they are less likely to get out and about. Support needs to be readily available throughout winter months.

There is currently no clarity on where people can find help. We need to jointly publicise services through a single point, such as a website, which identifies

DRAFT

the services available and signposts people to the correct provider. There is a perceived lack of information available to statutory services to enable effective targeting.

Investment for more flexible new properties needs to be considered, whilst recognising the breadth of housing types required. Effort needs to be directed into breaking down the stigma attached with extra care.

In some parts of Derbyshire housing stock has to be built from a particular stone. There is a need to remain conscious that if people move into rural areas where services such as transport are not available they will become isolated.

Disabled Facilities Grants (DFG) Discussion **How do we improve and enhance the county's approach to delivering DFGs/adaptations**

Overarching issues

There may need to be a conversation about rationing of support, acknowledging change might happen. There is a need to take an integrated approach, working together and sharing information wherever possible. It is essential that a 'whole' service approach to support the person to maintain independence is taken, not just focusing on the DFG element, and that partners should proactively target to identify high risk clients. However, the delivery of DFG's is a mandatory duty placed upon second tier housing authorities and is subject to extensive regulation about eligibility. Long term planning has been difficult because of the way funding is provided.

The Current Process

The process needs to be simplified and the adaption implemented more quickly because, amongst other things, delayed discharge costs too much or people die waiting for an adaption. There is a need to reduce and minimise the cost, steps and timescales from initial contact to the end product/service being delivered, and a need to examine how many people are involved in process, and whether they are all necessary.

DRAFT

- **Timescales**

There was a strong feeling amongst the audience that the current system target timescales are inappropriate, and there is a need to significantly reduce the timescales from initial contact to end product/ service being delivered. There is a need to react quickly which will help avoid cancellation rates. Questions were raised as to whether the process should be guided by what *service users* feel are responsible time scales for adaption? South Derbyshire District Council employs its own Architectural Technicians which might not be cheaper than using DCC but usually quicker.

- **Design**

Delegates queried whether it is necessary for an architect's plan to be produced for every adaption? In Staffordshire Moorlands some adaptations are planned using photos instead. Another alternative outlined was to use a sketch from an Occupational Therapist, particularly for very common adaptations like simple replacement of a bath to a level access shower. There was recognition that, for example, wheelchair access may need more detailed plans if space was not available.

- **Communication**

Delegates thought that the publicity currently available was not adequate. There is little signposting to appropriate services and no clarity on the limits available. Delegates also raised the importance of the rest of a family unit needing to be consulted and kept in the loop throughout the process.

- **Re-assessment**

There is a need to remove duplication, most of which is caused by the need to re-assess cases when the process has incurred delays and taken over 6 months.

- **Triage**

Triage is fragmented at the moment and there are different approaches across the county. Some Registered Social Landlord's (RSL's) including Rykneld homes have put into place an initial assessment triage for range of options, and this is seen to be working well. The use of triage before the involvement of the Occupational Therapist (OT) was one solution suggested. Work is taking place in Amber Valley using the Home Improvement Agency to see clients before assessment.

DRAFT

- **Occupational Therapists**

One major blockage within the current system is seen as the OT initial assessment. This feeling was more prevalent in some areas and there may be good practice which if shared could resolve some of the issues raised.

The lack of OT's working to similar procedures/standards brought about a call for a designated team of OTs in county. One suggestion raised by South Derbyshire District Council was for them to employ an Occupational Therapist and carry out a pilot where they are also responsible for assessments, and DCC pay for the OT.

- **Making adapted houses re-usable**

There was a general recognition that houses with adaptations are hard to re-let. Suggestions to resolve this included making adaptations more generic to improve re-use, perhaps a less clinical and more contemporary 'look' to stop the need for the next occupier wanting for example a level access shower taken out. This could be made to look more like a wet room which would be more appealing to subsequent tenants. There is also a need to avoid any instances where adaptations are installed but are not necessary, e.g. a kitchen adapted for husband but the wife only goes into the room.

- **Support and Advice**

Ensuring that older people have access to the right advice to help them make the right choices is essential. A range of sources of advice are available and these need to be consistent in their message. Call Derbyshire could be used as part of the process to undertake an initial assessment, also to discuss self-funding/arrange rehousing/provide advice.

- **Forward planning**

There was a strong feeling amongst delegates that an earlier conversation with older people about their future housing choices will be beneficial for both the person and organisation. People need to think about their future housing needs, and this may mean diverting them to other solutions rather than just accessing DFGs.

Partners will be aware of some situations where future assistance/adaptations may be necessary e.g. a child with disabilities and better sharing of this information will allow partners and families to plan ahead better and anticipate need.

DRAFT

- **Funding and finance**

A major concern amongst partners was that current funding arrangements mean that money is not following accountability to deliver services. A suggestion was that all funding should be managed by one agency. Partners were looking for greater ability to be flexible with DFG's to help service users do other things e.g. move property. All local authorities could consider implementing relocation grants to more people rather than do the adaptation using a DFG but this would require a structural change in the funding arrangements. HPBC has specific examples as does AVBC. The need to source alternative finance, particularly to provide match funding so low level adaptations can be funded before acute needs, as they have been waiting longer, was raised. Suggestions relating to a greater need for clients to use their own money to get adaptations done were also discussed. This would need to be carefully considered and would be a difficult conversation with home owners. There may be an opportunity to offer cheap loans to people to support this approach.

- **Recycling**

There was a strong feeling amongst delegates that the recycling of adaptations e.g. stair lifts should be undertaken as a matter of course.

- **Quality**

Many discussions focused on the need to promote the personalisation agenda through DFG's and support people to find their own builders for their adaptation. This approach could reduce the time it takes to deliver the adaptation, but there was recognition that people would need support should they choose to go down this route. The Trusted Trader model was widely regarded as a possible solution to these concerns but there would need to be monitoring and evaluation of the standard of work.

How do we ensure that partners, particularly those not currently involved, are able to contribute to this approach?

- Ensure early communication takes place and that stakeholders are aware of the captured savings through early intervention and preventative measures.
- Look at who is not involved currently, especially voluntary groups and what information they have such as information from Ambulance drivers on where falls have occurred which could inform gritting routes.
- GP may be able to 'signal' potential need and 'prescribe' help e.g. £1.74 for telecare.

DRAFT

- Try to anticipate demand and early intervention whilst planning long term. Meet fit for future purposes whilst balancing need with aspirations.
- Adopt a 'befriending service' working with people who will be moving accommodation and downsizing etc.
- Involve Trusted Traders and local building inspectors.
- Ensure that all stakeholders are engaged with the whole process and do not work insular and only with their own particular element.
- Clinical Commissioning Groups are keen to be involved.
- 90% of DFGs are for level access showers and stair lifts – direct payments might be quicker.
- Differences in districts – SDDC have in the past substantially topped up the DFG grant, but in the last 3-4 years have not been able to do this, so has to be about process and prioritisation. Other areas have funding left and there is not work waiting to be done by OTs to commit funding, or areas have funding but cases are not coming to application stage.

Affordable Warmth

How does your organisation support vulnerable people to access energy efficiency measures?

Overarching

At present numerous organisations are involved in tackling the affordable warmth agenda. There is the scope to utilise significant resources on offer from both the energy companies, who are fulfilling their carbon obligations by targeting inefficient properties, and the Department of Energy and Climate Change (DECC) who are supporting local authorities to target the most vulnerable.

There was an obvious consensus that there needed to be a coordinated single point of contact for vulnerable people, which could deliver advice and information on energy efficiency. There was a suggestion this should be managed by DCC, potentially via the Local Authority Energy Partnership and the 'Energy Agency' model currently being worked on. This single point could then disseminate to relevant agencies relating to the circumstances of the individual (homescape etc).

DRAFT

First Contact

There was a strong consensus that all agencies with a potential for 'first contact' should be trained to recognise a home that isn't being heated (or symptoms of an individual living in cold conditions). This would allow an escalation/referral process to take place, and would target vulnerable residents. Furthermore this would prompt integrated working, another common issue from the workshop tables (bringing together all sectors to include Amber Valley CVS, 50+ forum etc).

Wealth, Health and Wellbeing Model

There is a potential for the Wealth, Health and Wellbeing model to be the 'active' element of the countywide 'single point of contact' proposal, with high levels of success during the High Peak pilot.

The key features of this model are; tailored services specifically addressing the expressed needs of individual householders, accessible links introducing support and advice services directly into the neighbourhood, a dedicated multi-agency team delivering a financial inclusion project with an opportunity for addressing the wider determinants of health, a targeted and manageable programme offering meaningful assistance where there are households known to have rent arrears and an effective and systematic approach, making best use of partnership resources.

This new way of partners working together has demonstrated that 'hard to reach' groups are accessible through a more mobile and flexible approach.

LAEP

The Local Authority Energy Partnership is working across Derbyshire and Nottinghamshire with the District Council's to develop an integrated and workable approach to delivering energy efficiency measures. The LAEP could be the vehicle to fulfil many of the aims and objectives of the Fuel Poverty agenda.

There is the potential for the LAEP to develop an energy agency model, which would seek to obtain and distribute finance through the Energy Company Obligation (ECO) and the Green Deal. This would see a targeted approach to tackling fuel poverty and utilise housing data across the region.

DRAFT

Information and Advice

It's obvious that easily accessible information and advice needs to be available in various formats and via a central contact. The Energy Saving Trust has been the national point of contact, but a localised service is required. The method for hosting this service needs to be established by partners. GP's, health visitors and frontline services need to be adequately equipped to signpost individuals to this information and advice.

Practical Assistance

Delegates detailed that vulnerable people often have difficulty with operating central heating and heating appliances. They may overcome step 1 of the fuel poverty issue by installing new working equipment and insulation, but step 2 is making the best most sustainable use of it. It was suggested that the 'Handy Van' network could be utilised in this respect and that a follow up visit to new installations should be arranged at a district level.

How could your organisation support and work with both DCC and the District/Boroughs to help residents access energy efficiency advice and support?

Affordable Warmth Strategy

This document is presently being developed by the county wide housing and health group including colleagues in DCC Public Health and second tier housing authorities with assistance from DCC Policy. It is hoped this document will raise the agenda and pinpoint responsibilities for areas of work.

Information Sharing

There is a need for information to be shared between agencies, particularly where someone has been identified as at risk. A host of factors have prevented this in the past, but it is in the interests of the individual to share information quickly.

Energy Agency

There is the potential for bulk oil purchasing to be investigated and scope for LAs to act as intermediaries between the customer and the energy companies. This could see the LAs generating energy themselves through renewable means and could again be incorporated into the work of the LAEP.

DRAFT

Communication

There are a number of key factors which need to be developed in order to establish clear mechanisms of communication between vulnerable people and organisations in a position to assist. Suggestions made included; utilising Call Derbyshire as a central contact point, targeted mail shots, promotion of services through library services and development of the public health locality plan (establishing staff in specific areas).

Round Up Session

Of the solutions identified in session a, b, c, and d what other services are available which are not covered?

There should be a greater awareness of all the voluntary sector services available and better use of the Community Directory Derbyshire. Advantage needs to be taken of the collectively wealth of information, experience and connections across stakeholders.

The voluntary sector is perceived to be good at responding to the needs of people and requests for help and was equally willing for stakeholders to make referrals. Delegates suggested that there could be the potential to undertake a pilot in a small area which could be rolled out further at a later date. Delegates also felt that there is the potential to widen the remit church support and community befriending services and provide greater support to the role of food banks.

There is a current lack of support for people with low level care needs and as a subsequence of neglecting low level care it potentially leads to high level, long term care being required.

Greater support should be available for older people when they have fallen or being discharged from hospital. Assumptions are made that elderly people wish to maintain their independence however; this could lead to isolation and should therefore be assessed as part of the existing processes. It was equally felt that wider assistance could be provided through existing wardens/housing related support and emergency response services. It was also raised that full advantage should be taken of services such as Telecare/Telehealth.

Housing providers should be encouraged to make their housing stock more energy efficient with the possibility of them approaching energy providers to secure a better deal for energy costs.

DRAFT

What are the gaps in service which would support older people to maintain independence for as long as possible?

There was a general feeling of the need to identify and make contact with people who do not have any involvement or current contact with any of the major stakeholders. This could be achieved through making links with the smaller organisations/networks/social groups people have regular contact with giving them the role of 'hand holders'.

Consideration needs to be given to offering advice, and follow up support, in alternative locations such as public transport networks. Greater use of local media and existing circulated material also be used to advertise services and how to access them.

Concern was raised over some older people not having access to new technology and not therefore having the capability to take advantage of switching fuel providers etc on line.

There was recognition of the need to provide low level practical support in addition to the Handy Van Services. Support also needs to be available to people suffering with dementia allowing them to continue living in their homes.

Wider practical support to carers could be given through such things as providing them with Carers Gold Cards etc.

There was a strong feeling that everyone needs to accept the wider issues, take responsibility for managing expectations and adopting a sustained and consistent approach. It was felt that there should also be engagement with GP's, clinicians and mental health teams.

Solar panels and other alternative energy sources need to be fully explored and adopted where practical.

What could your organisation do to support those gaps?

Delegates thought there was scope for the creation of a 'befriending service' which could possibly engage 6th formers from local schools. The Home Library Service could also be used as a 'vehicle' to influence people to access additional services and encourage them to think more about their long term needs and requirements. It was suggested that volunteers could assist with the service.

DRAFT

A further mechanism for providing information could be equipping Elected Members with contact information and reading matter which could be distributed at member surgeries or when they make visits to constituents.

Delegates were in general agreement that initiatives need to be sustainable and supported by long term commitments with an adopted and realistic approach to the use of budgets. Stakeholders need to learn from successes, identify gaps, remove duplication and share solutions at workshops.

There was a general feeling of collective support for each other and that of the work undertaken by the voluntary services such as the North Derbyshire

Voluntary Action, Neighbourhood Watch and Post Offices. Organisations and services such as these provide assistance, help or services to people within the local communities and could be approached to see if they could provide more help.

There needs to be greater engagement with Registered Social landlords and districts to share good practice and consider the viability of landlords providing packages of care.

Land also needs to be made available for the creation of Lifetime Homes

Support the development of a possible Disabled Facilities Grant 'priority system'. People would be assessed by need rather than where they are on the waiting list.