



Housing LIN

Connecting people, ideas and resources

EXTRA CARE HOUSING CONFERENCE

People Powered Change: A Festival of Ideas

Headline sponsors:



FRIDAY 11 MARCH, 2016

**The Ashes & England Suites
KIA Oval
Kennington
London, SE11 5SS**

#HLINconf2016



Also kindly supported by:



housing&care21



PRP

Winckworth
Sherwood

Programme for the Day - Morning

8.45 **Registration, refreshments and exhibition**

Plenary Sessions

9.15 Chair's Welcome and introductions **Shaun Ley**
World at One, BBC

Keynote Addresses

9.30 Enjoy a good later life - why does where we live matter? **Anna Dixon**
CEO, Centre for Ageing Better

9.55 But should I stay or should I move? **John Galvin**
CEO, Elderly Accommodation Counsel

10.20 Pensions, what are they good for? **Tom McPhail**
Head of Pensions Research,
Hargreaves Lansdown

10.45 Questions and answers

10.50 **Refreshments, exhibition and networking**

Panel Debate

11.30 **1st Panel Debate on People Powered Change – Meeting the housing aspirations of older people**

Chair: Paula Broadbent, Director, Retirement Housing Solutions, Keepmoat
Panellists: Anna Dixon, CEO, the Centre for Better Ageing; Shirley Hall, Well-being and Community Manager, The ExtraCare Charitable Trust; Bernie Hickman, Managing Director of Individual Retirement Business, Legal & General; Holly Norman, The Strategy Group, NHS England; Jon Stevens, Honorary Research Fellow, University of Birmingham; Tony Watts OBE, Chair, South West Forum on Ageing

Knowledge & Innovation Exchange Sessions

12.10

01. Room 43 PRP design review
Facilitated by Clare Skidmore, Housing LIN South East Lead **Anne-Marie Nicholson,**
Senior Partner, PRP

02. Room 52 / 53 Extra Care: the next generation? – Market evolution, innovation and enterprise
Facilitated by Suzanne Beech, Housing LIN **Lex Cumber,** Business Development Director, Castleoak
Verena Womersley, Operations Director for Assisted Living, Castleoak

03. Room 44 Warm Homes Oldham: The health impacts of lifting people out of fuel poverty
Facilitated by Pat Palmer, Housing LIN South West Lead **Nigel Banks,** Group Sustainability Director, Keepmoat

04. Room 45 Urban Regeneration and Extra Care – “A Viable Solution?”
Facilitated by Jean Bray, Housing LIN North West joint Lead Chaired by **Stephen Corbett,** Principal New Business Manager, Willmott Dixon Housing;
Led by **Graeme Scott,** Assistant Director Investment and Growth, Trafford Housing Trust and **Graham Locke,** Director, PRP Architects

05. Room 46 Frailty: Calculating quality and cost
Facilitated by Debbie Sizer, Housing LIN East Midlands Lead **Shirley Hall,** Well-being and Community Manager, The ExtraCare Charitable Trust

06. Room 47 Whose home is it anyway?
Facilitated by Juliette Clark, Housing LIN Yorkshire and Humberside Lead **James McCarthy,** Director of Retirement Housing, Housing & Care 21
Prof David Mullins, Housing Policy, School of Social Policy, University of Birmingham
Lisa Birchall, External Affairs Lead, Housing & Care 21

07. Room 56 / 57 The impact of recent social housing policy changes on the effective provision of housing for an ageing population
Facilitated by Libby Spencer, Housing LIN North West joint Lead **Charlotte Cook,** Partner, Winckworth Sherwood

08. Room 48 Reablement. Integrating NHS, telecare, Care and Housing
Facilitated by Margaret Edwards, Housing LIN London Lead **Neil Tryner,** Assistant Director of Health and Housing Partnerships at One Housing

09. Room 50 The return of relational housing
Facilitated by Denise Gillie, Housing LIN North East Lead **Stephen Hill,** Chair, UK Cohousing Network

10. Room 51 Elderflowers Projects – a Community led approach to developing attractive housing for down-sizing
Facilitated by Christine Bentham, Housing LIN Cymru (North) **Carol Barac,** Executive Director, Elderflowers Projects Co Ltd

11. Room 55 The Extra Care Property Market
Facilitated by Dan Gaul, Housing LIN East of England Lead **Amanda Nurse,** Director, Carterwood
Matthew Drysdale, Senior Surveyor, Carterwood

13.10 **Lunch, networking and exhibition**

Programme for the Day - Afternoon

Knowledge & Innovation Exchange Sessions

14.10

01. Room 43 Community-led design and development of housing: are places better for involving local people?
Facilitated by Clare Skidmore, Housing LIN South East Lead

Julia Wallace, Programme Leader, Design Council Caba

02. Room 44 Ask not what your country can do for you — ask what you can do for your country.
Facilitated by Pat Palmer, Housing LIN South West Lead

Lynn Lewis, Interim Director of Community Services
Denise Brennan, Head of Strategy and Policy, Guinness Care and Support

03. Room 52 / 53 Urban Regeneration and Extra Care – “A Design Lead Solution?”
Facilitated by Dan Gaul, Housing LIN East of England Lead

Chaired by **Stephen Corbett**, Principal New Business Manager, Willmott Dixon Housing
Led by **Graeme Scott**, Assistant Director Investment and Growth, Trafford Housing Trust and **Graham Locke**, Director, PRP

04. Room 45 Glamorous Sheltered Housing
Facilitated by Margaret Edwards, Housing LIN London Lead

Ian Pattinson, Development Project Manager (Co-Design) - Commercial Services, Central & Cecil

05. Room 46 ‘People Powered Change’: ExtraCare’s Village People.
Facilitated by Denise Gillie, Housing LIN North East Lead

Millie Gobbingsingh, Brian Hobbs and David Tunney, Residents living at ExtraCare Charitable Trust Villages

06. Room 47 The Way We LiveWell @SYorksHA
Facilitated by Juliette Clark, Housing LIN Yorkshire and Humberside Lead

Ruby Smith, Head of Personalisation, South Yorkshire Housing Association

07. Room 48 People need people & people need to be needed
Facilitated by Christine Bentham, Housing LIN Cymru (North)

Hugh Irwin, Head of Support Services, United Welsh Housing Association

08. Room 50 Because we can
Facilitated by Jean Bray, Housing LIN North West joint Lead

Sara McKee, Founder & Market Innovation Director, Evermore and **Victoria Metcalfe**, transformation programme Lead, Evermore

09. Room 51 The Future of Care and Dementia Facilities
Facilitated by Libby Spencer, Housing LIN North West joint Lead

Glen Ingleson, Regional Director, Faithful+Gould
April Dobson, Head of Dementia Innovation, Abbeyfield
Sam Tabiner, Head of Development (WEST), Abbeyfield

10. Room 55 Housing based community hubs: an effective approach to integration
Facilitated by Debbie Sizer, Housing LIN East Midlands Lead

Dr Simon Evans, Principal Research Fellow, University of Worcester
Teresa Atkinson, Senior Research Fellow, University of Worcester
Jonathan Mace, Consultant, Methodist Homes MHA

11. Room 56 / 57 Retirement Communities: Wider community impact and benefits of providing “Life Long” homes
Facilitated by Suzanne Beech, Housing LIN

Paula Broadbent, Retirement Solutions Director, Keepmoat

Panel Debate

15.10 2nd Panel Debate on People Powered Change – Delivering the housing that older people want

Chair: Mel Knight, Executive Chairman, CastleOak
Panellists: **Simon Arnold**, UK & Ireland Managing Director, Tunstall Group; **Mark Curran**, Development & Sales Director, The ExtraCare Charitable Trust; **Jeremy Moyse**, Head of Strategic Development, SEQOL; **Steve Skuse**, New Business Director, residential construction in London and Northern Home Counties, Willmott Dixon; **Michael Voges**, Executive Director, Associated Retirement Community Operators; **Verena Womersley**, Operations Director - Assisted Living, CastleOak

Keynote Addresses

15.50 Alternative perspectives – choices for later life

Bruce Moore, Chief Executive, Housing & Care 21

16.15 Autonomous Customers & Super Employees: the human factors shaping the future world of work

Dr Nicola Millard, Head of Customer Insight & Futures, BT Technology

16.40 **Questions and Answers**

16.50 Closing remarks

Jeremy Porteus, Director, Housing LIN

17.00 **Close of the conference and opportunities for further informal networking until 18.00**

Knowledge & Innovation Exchange Sessions

12.10 - 13.10

🏠 PRP DESIGN REVIEW – ROOM 43

Facilitated by Clare Skidmore, Housing LIN South East Lead

Led by Anne-Marie Nicholson, Senior Partner, PRP - @PRP_News

You are invited to debate and review four very different case studies presented by PRP including recently completed projects and some still on the drawing board. These will range from a private retirement village, a large mixed tenure town centre development, a small community led scheme and a community hub with different forms of supported housing. Each project has been commissioned by either a Local Authority, a registered provider or a private charity. Our aim is to show the design response to the various options and flexibility of provision being offered across the country to older people.

🏠 EXTRA CARE: THE NEXT GENERATION? – MARKET EVOLUTION, INNOVATION AND ENTERPRISE – ROOM 52 / 53

Facilitated by Suzanne Beech, Housing LIN

Led by Lex Cumber, Business Development Director, Castleoak and Verena Womersley, Operations Director for Assisted Living, Castleoak @Castleoak

In this session we will look at the Extra Care / Assisted Living sector from both the macro and micro perspectives. What are the opportunities and pitfalls? How do other people do it? What does the future look like?

🏠 WARM HOMES OLDHAM: THE HEALTH IMPACTS OF LIFTING PEOPLE OUT OF FUEL POVERTY – ROOM 44

Facilitated by Pat Palmer, Housing LIN South West Lead

Led by Nigel Banks, Group Sustainability Director, Keepmoat - @keepmoatgreen

Cold homes have a significant impact on excess winter deaths and demand on health services each winter. Nigel will share evidence from the Warm Homes Oldham service which has lifted nearly 3,000 people out of fuel poverty over the past 2.5 years and has been monitoring the impacts this has had on the health of the first 800 people supported through the scheme.

🏠 URBAN REGENERATION AND EXTRA CARE – “A VIABLE SOLUTION?” – ROOM 45

Facilitated by Jean Bray, Housing LIN North West joint Lead

Chaired by Stephen Corbett, Principal New Business Manager, Willmott Dixon Housing - @SteveWDHousing

Led by Graeme Scott, Assistant Director Investment and Growth, Trafford Housing Trust - @TalkTrafford; Graham Locke, Director, PRP Architects, Director - @PRP_News

Willmott Dixon will be hosting a workshop to discuss how mixed use schemes can help fund extra care housing developments to make them more viable and using the live example, the “Shrewsbury Street” project will illustrate this process. On behalf of Trafford Housing Trust and in conjunction with PRP Architects, we are building out this £18m mixed use scheme to include a Church, Rectory, Community Centre, Healthcare Centre and an 80 bed Extra Care Apartment Scheme including 20 shared ownership units with communal facilities, along with all external works and associated infrastructure.

🏠 FRAILTY: CALCULATING QUALITY AND COST – ROOM 46

Facilitated by Debbie Sizer, Housing LIN East Midlands Lead

Led by Shirley Hall, Well-being and Community Manager, The ExtraCare Charitable Trust - @shirhall
ExtraCare launches a new calculator at this conference which enables the Charity to measure the care older people require and how it can be delivered. This will be a useful tool for providers looking to deliver higher quality, targeted care at a reduced cost.

The launch of the calculator follows ExtraCare’s three year study with Aston University which examines the Charity’s Active Well-being™ model of integrated housing, health and care. Results show that ExtraCare residents have better lives with NHS costs reduced by 38% and social care costs down by up to 26%.

🏠 WHOSE HOME IS IT ANYWAY? – ROOM 47

Facilitated by Juliette Clark, Housing LIN Yorkshire and Humberside Lead

Led by James McCarthy, Director of Retirement Housing, Housing & Care 21 - @james_hc21; Prof David Mullins, Housing Policy, School of Social Policy, University of Birmingham; and Lisa Birchall, External Affairs Lead, Housing & Care 21- @HousingCare21

The session will consider the socio-economic reasons why we must involve older people in the management of their homes. It will examine the ways that residents have been able to take control of the management of their home, the advantages and disadvantages. It will also explain the innovative approach that Housing & Care 21 has taken at one leasehold court in its management and the resulting research undertaken by Birmingham University.

Knowledge & Innovation Exchange Sessions

12.10 - 13.10

THE IMPACT OF RECENT SOCIAL HOUSING POLICY CHANGES ON THE EFFECTIVE PROVISION OF HOUSING FOR AN AGEING POPULATION - ROOM 56 / 57

Facilitated by Libby Spencer, Housing LIN North West joint Lead

Led by Charlotte Cook, Partner, Winckworth Sherwood - @ws_law

Last year's general election result has seen an avalanche of policy changes, many unexpected and often unprecedented, for housing, and particularly the affordable housing market. This session will look at those changes, consider how those impact upon all housing providers, but particularly those providing housing for the older population. We will consider policy impacts on rents (both on the affordable and the open market), changes in home ownership drive and sales, as well as affordability and the funding of housing provision. Finally, we will look at what housing providers are (and perhaps should be) doing!

REABLEMENT. INTEGRATING NHS, TELECARE, CARE AND HOUSING - ROOM 48

Facilitated by Margaret Edwards, Housing LIN London Lead

Led by Neil Tryner, Assistant Director of Health and Housing Partnerships at One Housing - @neil_OHG

Delayed discharge from acute hospital for older people is a national challenge for acute trusts. Successfully moving patients safely away from hospital sites can deliver huge improvements in people's journey to independence as well as delivering cashable financial savings for acute trusts, social care teams and the wider healthcare economy. One Housing Group have developed models of care that ensure safe transfers of care, partnership working between all stakeholders and strong clinical governance arrangements.

THE RETURN OF RELATIONAL HOUSING - ROOM 50

Facilitated by Denise Gillie, Housing LIN North East Lead

Led by Stephen Hill, Chair, UK Cohousing Network - @UKCohousing; @StephenHillFP

Cohousing and other forms of citizen-provided housing are a reflection of public impatience with the failure of markets and policy to create the kind of neighbourly housing choice they want and need. Widespread concerns about the character and affordability of housing and care services are stimulating the current generation of older people to drive the growth of an innovative housing sector in the 'sharing economy', making better use of existing homes and designing new developments, based on new and older forms of collective living for people of all ages. The UK Cohousing Network is planning a national action learning programme to support this growth.

ELDERFLOWERS PROJECTS - A COMMUNITY LED APPROACH TO DEVELOPING ATTRACTIVE HOUSING FOR DOWN-SIZING - ROOM 51

Facilitated by Christine Bentham, Housing LIN Cymru (North)

Led by Carol Barac, Executive Director, Elderflowers Projects Co Ltd - @ElderProjects

This project has been designed by a group of people to provide attractive housing for local people to move into as their families become smaller and their houses too large and too expensive to keep on. We examined the background to this problem and came up with a preferred universal option. We will explain how we approached the solution, by designing the development and inviting people to participate, sharing their preferences and indicating difficulties. We will highlight the difficulties we have faced, proving legitimacy, raising funding, organising management systems and obtaining a suitable site. We will invite others to provide their preferred solution.

THE EXTRA CARE PROPERTY MARKET - ROOM 55

Facilitated by Dan Gaul, Housing LIN East of England Lead

Led by Amanda Nurse, Director, Carterwood and Matthew Drysdale, Senior Surveyor, Carterwood - @CarterwoodLtd

Amanda Nurse and Matthew Drysdale from specialist care sector chartered surveyors, Carterwood, will be looking at some topical issues affecting extra care.

They are promising a "PowerPoint free zone" making use instead of a selection of topical and humorous video clips to lead the conversation and spark debate.

Knowledge & Innovation Exchange Sessions

14.10 - 15.10

🏠 COMMUNITY-LED DESIGN AND DEVELOPMENT OF HOUSING: ARE PLACES BETTER FOR INVOLVING LOCAL PEOPLE? - ROOM 43

Facilitated by Clare Skidmore, Housing LIN South East Lead

Led by Julia Wallace, Programme Leader, Design Council Cabe - @cabeupdates

Does working with local residents on the design of new housing incur a cost or a benefit? As part of the Community Led Design and Development programme Design Council Cabe has been working with tenant organisations and landlords to hear about their experiences of working together. The programme has illustrated the way that some organisations are tackling social issues including health and housing for older people through constructive engagement, and highlighted some inspiring examples of resident groups that are leading housing delivery for themselves.

🏠 ASK NOT WHAT YOUR COUNTRY CAN DO FOR YOU — ASK WHAT YOU CAN DO FOR YOUR COUNTRY - ROOM 44

Facilitated by Pat Palmer, Housing LIN South West Lead

Led by Lynn Lewis, Interim Director of Community Services and Denise Brennan, Head of Strategy and Policy, Guinness Care and Support - @GuinnessCare

The Government wants a new approach to social care. The Government have been consistently asking social care providers to do more and want us to provide answers to the demographic challenge in new and innovative ways. They are concerned about the nation's health and recognise the cost of social isolation. They want more from the community and families and they see housing and care providers with our core values of being caring, dedicated and putting individual wellbeing at the heart of what we do as ideally placed to come up with solutions. In the current economic environment are we up for the challenge?

🏠 URBAN REGENERATION AND EXTRA CARE - "A DESIGN LEAD SOLUTION?" - ROOM 52 / 53

Facilitated by Dan Gaul, Housing LIN East of England Lead

Chaired by Stephen Corbett, Principal New Business Manager, Willmott Dixon Housing - @SteveWDHousing

Led by Graeme Scott, Assistant Director Investment and Growth, Trafford Housing Trust and Graham Locke, Director, PRP - @PRP_News

Willmott Dixon will be hosting a workshop to discuss how cleverly designed mixed use schemes can help the client in attracting funding for extra care housing developments and using the live example, the "Shrewsbury Street" project will illustrate this process. On behalf of Trafford Housing Trust and in conjunction with PRP Architects, we are building out this £18m mixed use scheme to include a Church, Rectory, Community Centre, Healthcare Centre and an 80 bed Extra Care Apartment Scheme including 20 shared ownership units with communal facilities, along with all external works and associated infrastructure.

🏠 GLAMOROUS SHELTERED HOUSING - ROOM 45

Facilitated by Margaret Edwards, Housing LIN London Lead

Led by Ian Pattinson, Development Project Manager (Co-Design) - Commercial Services, Central & Cecil - @Central_Cecil

Relationships of trust are the lynchpin of successful organisation-resident partnerships and we are on a journey with our staff, residents and professional teams to re-vision the perception of age and the design and development of new homes.

Our co-design partnerships continue to achieve more than we thought possible, identifying glamorous and highly aspirational design that is adaptable for the future and resident willingness to be disrupted during redevelopment in exchange for an opportunity to live in a home they have helped to conceive.

The presentation will feature key outcomes of our co-design partnership and the design elements that our residents are most looking forward to in their new homes.

🏠 'PEOPLE POWERED CHANGE': EXTRACARE'S VILLAGE PEOPLE - ROOM 46

Facilitated by Denise Gillie, Housing LIN North East Lead

Led by Millie Gobbingsingh, Brian Hobbs and David Tunney, Residents living at ExtraCare Charitable Trust Villages - @ExtraCareOrgUK

In the media or in the context of social care, NHS or housing policy, older people are often presented as a 'collective crisis'. Do we talk too much about what's wrong and what 'they' want? Not in this session! Led by a group of residents from ExtraCare Villages™ presenters tell us how they shaped their communities, supported staff recruitment, built links with the NHS and created an international media frenzy through their 'Rock Star' calendar. Residents discuss the role of 'people powered change' in creating better services, delivering better policy and influencing positive perceptions of later life.

🏠 THE WAY WE LIVEWELL @SYORKSHA - ROOM 47

Facilitated by Juliette Clark, Housing LIN Yorkshire and Humberside Lead

Led by Ruby Smith, Head of Personalisation, South Yorkshire Housing Association - @RubySmith19; @SYorksHA

This session covers the journey of South Yorkshire Housing Association's care and support business, LiveWell.

The session will focus on the organisational approach to coproduction and how the organisation has transformed their relationship with their customers and communities. It will explore how the focus on wellbeing has changed the ways of working and measuring success.

Exploring the integration agenda and the opportunities and barriers to effective coordination and coproduction of people's care and support, this session will make the case for a new conversation between health and housing.

Knowledge & Innovation Exchange Sessions

14.10 - 15.10

🏠 PEOPLE NEED PEOPLE & PEOPLE NEED TO BE NEEDED - ROOM 48

Facilitated by Christine Bentham, Housing LIN Cymru (North)

Led by Hugh Irwin, Head of Support Services, United Welsh Housing Association - @UnitedWelsh

This session covers the transformation that Thrive @United Welsh and South Yorkshire Housing Association have been through in respect of their services to older people.

The transformations involved decreasing bureaucracy, tapping into people assets more, better links with communities, fundamentally change thinking throughout both organisations and achieving much better outcomes for older people. Our changes are based on the principles that change has to be designed and delivered by customers not only for ethical reasons but also for sound business reasons. We are driven by the belief that wellbeing can only be achieved if people have healthy relationships in their lives and a sense of purpose.

🏠 BECAUSE WE CAN - ROOM 50

Facilitated by Jean Bray, Housing LIN North West joint Lead

Led by Sara McKee, Founder & Market Innovation Director, Evermore - @SaraMcKeeFRSA and Victoria Metcalfe, transformation programme Lead, Evermore - @evermore1st

75% of disposable wealth is in the hands of the over 50s and over £1trillion of real estate assets are owned by the over 60s YET only 5% of worldwide advertising budgets focus on this affluent group.

Why don't we design for this group? Do we want to go the same way as Woolworths? Time to emulate the tech-brands and deliver aspirational lifestyle choices for all.

This session is designed for leaders who want to transform their organisation to meet the needs of 21st century seniors, and capitalise on a massive market opportunity.

🏠 THE FUTURE OF CARE AND DEMENTIA FACILITIES - ROOM 51

Facilitated by Libby Spencer, Housing LIN North West joint Lead

Led by Glen Ingleson, Regional Director, Faithful+Gould - @fgouldconnect; April Dobson, Head of dementia Innovation, Abbeyfield and Sam Tabiner, Head of Development (WEST), Abbeyfield - @TheAbbeyfield

The workshop is likely to be split into 3 parts:

1. Focus and review of memorabilia through the decades and items that residents may recognise through the next five decades.
2. The facilities provided historically and look at the changes in current day projects utilising new projects currently in design or construction by Abbeyfield.
3. What will future care and dementia facilities look like in 40-50 years time?

The workshop will be delivered to hopefully maximise participation and will also be attended by April Dobson Abbeyfield's Dementia specialist.

🏠 HOUSING BASED COMMUNITY HUBS: AN EFFECTIVE APPROACH TO INTEGRATION - ROOM 55

Facilitated by Debbie Sizer, Housing LIN East Midlands Lead

Led by Dr Simon Evans, Principal Research Fellow, University of Worcester; Teresa Atkinson, Senior Research Fellow, University of Worcester - @DementiaStudies and Jonathan Mace, Consultant, Methodist Homes MHA - @MethodistHomes

Housing with care schemes often include a range of facilities such as a restaurant, consulting rooms, garden, laundrette, library and shop. Many reflect a more integrated approach to community, health and social care by sharing facilities and services between people living in the scheme and those living nearby. This session explores some of the benefits of community hubs, based on case studies from the ASSET project, and identifies a range of criteria for successful implementation of this approach.

🏠 RETIREMENT COMMUNITIES: WIDER COMMUNITY IMPACT AND BENEFITS OF PROVIDING "LIFE LONG" HOMES - ROOM 56 / 57

Facilitated by Suzanne Beech, Housing LIN

Led by Paula Broadbent, Retirement Solutions Director, Keepmoat - @keepmoatgroup

Housing has a significant impact on people's ability to age well at home and the provision of accessible services to support people as they age is critical to the future sustainability, health and social care. We have a housing crisis to deal with and need to provide appropriate choices for a healthy future for people in later life and a release under occupied family homes through. Paula will share Keepmoat's vision and examples of where placing Retirement communities at the heart of regeneration has delivered better outcomes.

Speaker Biographies

Keynote Speakers



Shaun Ley, journalist and presenter of The World This Weekend and The World at One on BBC Radio 4

@BBCShaunLey

Shaun is a Presenter with BBC News. Since 2005 he has worked principally for Radio Four, presenting The World At One, The World This Weekend and The World Tonight. His television work includes Hardtalk, Dateline, and the BBC News Channel. Prior to this, he was the BBC's first London Political Editor and subsequently a Lobby Correspondent for the BBC at Westminster. Shaun was born in north Devon, educated there, where his family still live. He graduated from the LSE, joining the BBC in 1990.

Anna Dixon, Chief Executive, the Centre for Ageing Better

@DrAnnaDixon and @Ageing_Better

Anna joined the Centre from the Department of Health where she was Director of Strategy and Chief Analyst.

Anna began her career with the World Health Organisation working as a research officer for the European Observatory on Health Care Systems. In 2003-2004 she worked as a policy analyst in the Department of Health Strategy Unit where she focused on a range of issues including choice, global health and public health. She has undertaken consultancy work for a range of clients including OECD, Monitor, Care Quality Commission, the Treasury as well as advising numerous Ministries of Health including Hong Kong, Portugal and the UK government.

Anna was previously Lecturer in European Health Policy at the London School of Economics and Political Science. In 2005-6 she was awarded a Harkness Fellowship in Health Policy by the Commonwealth Fund of New York.

As Director of Policy at The King's Fund she led work on health system reforms, regulation, patient choice, self-management of long term conditions and the future of health and social care in England.

She has a PhD in Social Policy from the London School of Economics and Political Science and is a Visiting Senior Fellow at LSE Health. Anna is a lay trustee of the British Geriatrics Society.



John Galvin, Chief Executive, Elderly Accommodation Counsel

@FirstStopAdvice

John Galvin worked in housing from 1975, joined the charity Elderly Accommodation Counsel (EAC) in 1992 and became its Chief Executive in 1996.

EAC's mission is to help older help older people make informed choices about meeting their housing and care needs, and John's early brief was to improve the quality of information available about housing and care services for older people. EAC now maintains the only national directory of sheltered, retirement and extra care housing as well as similar directories of care homes and home care/support services – all fully searchable on its popular website www.HousingCare.org

He also shaped EAC's highly regarded Advice Line service, which offers older people and their carers experienced guidance alongside comprehensive and impartial information about the full range of housing, support and care options available to them. In 2005 he took the lead in persuading a number of other national advice services to collaborate with EAC to pilot the joint service now known as FirstStop Advice. His ambition is to see FirstStop become the banner under which more and more organisations deliver an integrated, quality assured and free service that meets the needs and preferences of an increasingly diverse older population.

Tom McPhail, Head of Retirement Policy, Hargreaves Lansdown

@pensionsmonkey

Tom is Head of Retirement Policy for Hargreaves Lansdown, a Bristol based FTSE100 company providing pension, ISA and stockbroking services to private investors and companies. Tom has 30 years' experience of managing and advising on pensions and is the company's lead spokesman on retirement planning issues.



Bruce Moore, Chief Executive, Housing & Care 21

@HousingCare21

Bruce initially joined Housing & Care 21 as an interim Chief Executive in September 2013 before taking up the role on a permanent basis in December 2013. Before that Bruce was Chief Executive for Hanover Housing Group and had previously been Chief Executive of Wolverhampton Homes and Deputy Chief Executive of Anchor Trust.

Bruce's early career was as an in-house lawyer and is a qualified solicitor. Bruce has served as a board member for a number of housing associations and charities and has a particular interest in how organisations are governed.

Dr Nicola Millard, Head of Customer Insight & Futures, BT Technology

@DocNicola

Dr Nicola Millard heads up Customer Insight & Futures in BT's Global Innovation Team. Despite working for a technology company, Nicola isn't a technologist and combines psychology with futurology to try and anticipate what might be lying around the corner for both customers and organisations (sadly, her crystal ball is broken). Nicola has worked for BT for 25 years. She has done a number of jobs around the BT business, including user interface design, customer service and business consulting. She was involved with a number of BT "firsts", including the first application of intelligent systems into BT's call centres and BT's initial experimentation with home working.

When she's not doing all that, Nicola travels around the world presenting at conferences and running workshops with an assortment of BT's large global corporate clients including banks, travel companies and retailers, to name but a few.



Jeremy Porteus, Founder and Director, Housing Learning and Improvement Network

@HousingLIN

Jeremy has over 25 years' experience at being at the forefront of policy and practice in housing for older and disabled people in the UK.

Prior to being Director of the Housing LIN, he was the National Programme Lead for Housing at the Department of Health and has considerable experience in developing government's housing policy and strategy for older people. Whilst at the Department of Health he was joint commissioner of the original HAPPI report and, as APPG Inquiry Secretary, author of 'Housing our Ageing Population: Plan for Implementation' (HAPPI2). He sits on the PM Challenge of Dementia Health & Social Care Champions Group.

1st Panel Debate on People Powered Change – Meeting the housing aspirations of older people

Chair



Paula Broadbent, Director, Retirement Housing Solutions, Keepmoat

Paula leads Keepmoats Retirement communities offer in working with local authorities and registered providers to provide housing and services to support older and vulnerable people.

Paula has an extensive knowledge of the Public Sector having worked in the housing market since 1990, specialising in extra care housing and public private partnership. Paula spent 4 yrs with North Yorkshire County Council, leading the County Councils Extra care housing programme replacing residential care. She has experience in forming Public-Private partnerships which deliver large scale projects and is informing Keepmoat's

strategic direction of travel in the development of new products and services which increase the long term opportunities for older and vulnerable people across the Country, focused on better choice for downsizers and efficiencies through housing and property services to help sustain Health and Social care services.

Paula established the Yorkshire and Humber Regional Housing Learning & Improvement Network and now Chairs the regional leadership set.

Panellists

Anna Dixon, Chief Executive, the Centre for Ageing Better

Anna joined the Centre from the Department of Health where she was Director of Strategy and Chief Analyst.

Anna began her career with the World Health Organisation working as a research officer for the European Observatory on Health Care Systems. In 2003-2004 she worked as a policy analyst in the Department of Health Strategy Unit where she focused on a range of issues including choice, global health and public health. She has undertaken consultancy work for a range of clients including OECD, Monitor, Care Quality Commission, the Treasury as well as advising numerous Ministries of Health including Hong Kong, Portugal and the UK government.

Anna was previously Lecturer in European Health Policy at the London School of Economics and Political Science. In 2005-6 she was awarded a Harkness Fellowship in Health Policy by the Commonwealth Fund of New York.

As Director of Policy at The King's Fund she led work on health system reforms, regulation, patient choice, self-management of long term conditions and the future of health and social care in England.

She has a PhD in Social Policy from the London School of Economics and Political Science and is a Visiting Senior Fellow at LSE Health. Anna is a lay trustee of the British Geriatrics Society.



Shirley Hall, Well-being and Community Manager, The ExtraCare Charitable Trust

Shirley has a background in general nursing worked mostly in renal then cardiac medicine, and set up the cardiac rehabilitation programme in Rugby. From there she joined the British Heart Foundation for 18 years heading up the regional team and managing their flagship Hearty Lives programme which addressed inequalities in Cardio Vascular Disease. She joined ExtraCare in July 2013, to oversee the Well-being and Enriched Opportunities Programme's (dementia and mental health) as well as looking to expand services into the communities around ExtraCare locations. The

Charity is keen to ensure its villages become community hubs and links homes, care and lifestyle to other health and social support services to help improve the lives of older people. ExtraCare has been involved in research with Aston University for over three years and published the findings in June 2015 (see www.extracare.org.uk/research). Shirley is also the ExtraCare coordinator for the DOREMI research project funded by the European Commission focusing on cognitive impairment, physical activity and diet to improve overall health in older people.



Bernie Hickman, Managing Director of Individual Retirement Business, Legal & General

Bernie Hickman is currently Managing Director, Individual Retirement at Legal & General. He leads a business unit that delivers a range of products and services to help customers fund their retirement including lifetime mortgages, lifetime annuities and fixed term retirement products.

Bernie joined Legal & General in 1998 from Commercial Union (now Aviva). He has held several roles including Investor Relations Director, Group Financial Controller, Solvency II Managing Director and spent five years as Managing Director of the market leading Retail Protection business unit.

Holly Norman, The Strategy Group, NHS England

Holly is a Strategy Advisor at NHS England where she is the programme lead for the NHS Healthy New Towns programme. Previously, she worked on producing the NHS Five Year Forward View, the five-year strategic vision for the health sector published in 2014. Before this, she held improvement and strategy roles in local government and an NHS Integrated Care Organisation. Alongside her work, she is a graduate student in Health Policy at Imperial College London.



Jon Stevens, Honorary Research Fellow, University of Birmingham

Jon has worked in community housing and urban regeneration since he qualified as an architect in 1972. From 1993 to 2009, he was Director of Birmingham Cooperative Housing Services, a leading developer of new forms of community-led housing.

Since 2009, Jon has been researching co-operative and mutual models of housing and care for older people. He has published several reports on the subject, including a case study report in 2013 for the Housing Learning and Improvement Network (HLIN) entitled 'Growing Older Together: the case for housing that is shaped and controlled by older people'.

Jon has just produced an overview report for HLIN examining a wide range of collaborative models of housing and care for older people. This report was published in time for Housing LIN's 2016 Conference on 'People Powered Change: A Festival of Ideas'. He is currently undertaking specific research on older people's housing options as a member of the Housing and Communities Research Group at Birmingham University.

Tony Watts OBE, Chair, South West Forum on Ageing

Tony has spent 35 years writing about and campaigning on later life issues, having been the founding editor of Mature Times. Today he earns his living as a freelance writer, focusing on property and later life. In his voluntary time, he chairs the South West Forum on Ageing, sits on the Partnership Development Group of the Age Action Alliance and acts as a housing champion for older people in the SW. In 2014 he was awarded the OBE for his services to older people.



2nd Panel Debate on People Powered Change - Delivering the housing that older people want

Chair



Melville Knight, Executive Chairman, Castleoak

Mel has been instrumental in Castleoak's growth into a £60 million turnover group which is widely regarded as the leading name in the development, design and construction of accommodation for people requiring care.

As Group Chief Executive, Mel is responsible for Castleoak's overall strategic direction. He also plays a pivotal role in the development of funding solutions.

Mel is a strong believer in collaborative working and long-term partnerships. He is actively working with care providers to help improve the image of the care sector and is a founding Director of independent care home survey, Your Care Rating.

Panellists

Simon Arnold, Chief Customer Officer, Tunstall Group

Simon joined Tunstall in 2001, joining from Aviva Health. He was Managing Director of the UK and Ireland business unit until early 2014 and is now part of the Group Executive in the role of Chief Customer Officer. In this role, Simon is responsible for the global telecare portfolio, as well as shaping the company's new propositions and developing new business opportunities, notably in the pharmaceutical sector, as well as new partnerships.

Using customer insight to fully understand customer needs, the role also involves identifying and developing new propositions through Tunstall's innovation incubator prior to launch. Simon is also a Non-Executive Director on the board of the UK industry body (Telecare Services Association) and is passionate about ensuring technology exists as an enabler of services, which are valuable to customers, rather than as an end in itself.

Outside of work, Simon is married with two daughters, enjoys running and follows Queens Park Rangers Football Club in the English Premier League.



Mark Curran, Development and Sales Director, The ExtraCare Charitable Trust

After a 25 year career in the private sector working in a number of large international groups, Mark joined ExtraCare 11 years ago, bringing with him extensive development, project management and sales experience. In his role as Development and Sales Director he has been spearheading ExtraCare's Village Programme - building 13 new Villages, with 6 others currently in progress - as well as leading ExtraCare's significant sales and resales programmes.



Jeremy Moyse, Head of Strategic Development, SEQOL

Jeremy Moyse is the Head of Strategic Development at SEQOL – the 2015 Public Service mutual of the year and one of the LSE/Telegraphs 1000 Companies to inspire Britain.

With a career history that typifies the commitment to 'whole-system-integration' that he is often asked to speak on, Jeremy has a breadth of experience across health, social care and as a member of the SW Housing LIN Leadership Set. He is passionate about the need to develop wider relationships and more integrated approaches that include areas such as housing, pharmacy and technology companies.

Jeremy was invited to advise the NHS nationally and regionally on subjects such as market analysis, technology and innovation, and has worked across social care as a Social Worker and manager in hospital, adolescent and mental health settings. A key member of the team that created SEQOL as an employee-owned social-enterprise, he has also worked in local authority and NHS commissioning, developing new approaches to predictive modelling, policy and technology implementations.

In whatever area he works, his approach is underpinned by a deep commitment to challenging the system wherever it gets in the way of delivering cost-effective and sustainable solutions that people value and help them make the most of their lives.

Steve Skuse, MCIOB, CIHM, New Business Director, Willmott Dixon Housing Ltd

Steve began his career in architectural practice 40 years ago. He now leads a housing team specialising in a range of schemes covering the elderly, extra care, over 55s, dementia and supported-living market needs.

Working in partnership with the wider Willmott Dixon team and stakeholders, Steve identifies sites for development and ascertains project deliverability.

Steve has a proven track record of completing inter-generational housing in the Private and Public Sector, to programme and budget.



Michael Voges, Executive Director, Associated Retirement Community Operators

Michael Voges is the Executive Director of ARCO (the Associated Retirement Community Operators, the trade body representing housing-with-care providers for older people in the UK). Prior to founding ARCO on behalf of its founding members in 2012, Michael worked for a public sector consultancy for 6 years, having previously been a journalist.

Currently, ARCO's main work is focused on regulation and standards, raising awareness of the retirement community concept and increasing supply by working with funders, valuers, planners, policymakers and other stakeholders. ARCO assessed its members against its Consumer Code, which spells out principles of good practice of service delivery in the sector.

Verena Womersley, Operations Director for Assisted Living, Castleoak

Verena spent over seven years as Development Manager at Sanctuary Group as their lead Extra Care specialist, before joining Castleoak in 2015.

Verena brings a wealth of assisted living knowledge and development experience from across the UK in both the profit and affordable sector.



Sponsor & Exhibitor Organisations

We are immensely grateful to all our sponsors listed below for the support they have given and for making this event possible this year

Headline sponsors:



Castleoak

@Castleoak

With 30 years' experience working exclusively in the care and retirement living sector, Castleoak has built an award winning reputation for successful project delivery for care homes, extra care and retirement apartments, care villages and specialist care schemes across the UK. Castleoak offers design and build services as well as a multi-award winning development solution. This encompasses land finding and acquisition, site feasibility analysis and managing the planning process. Tailored funding solutions and asset management services are also delivered. Castleoak has developed some of the most progressive retirement housing and care schemes in both the private and public sectors. We develop long-term business partnerships, and many customers have chosen to work with us for over 10 years. Today, 90% of projects are from returning customers.

www.castleoak.co.uk

Keepmoat

@keepmoatgroup

Keepmoat is a fast growing top 10 UK housing and construction company. We design, build, refurbish and regenerate places to improve economic and social outcomes for people. Through long term partnerships, we transform land and existing properties into attractive homes that people can afford to buy or rent, and neighbourhoods where people of all generations want to live.

We have the expertise needed to create welcoming homes and successful communities - a strong local understanding, a commitment to create economic opportunities for others and a passion for building communities and transforming lives.

For over two decades we have been committed to raising the standards of specialist supported housing projects, helping to improve the quality of life for older and vulnerable people; as a result we are recognised as the partner of choice by many organisations.

Our retirement products and services comprise of new housing development and remodelling existing buildings. We create bespoke home ownership and rental solutions, as well as purpose built specialist accommodation - including extra care and registered care homes, in partnership with registered providers and local authorities.

We design with longevity and accessibility in mind to ensure that our accommodation adapts easily with people's needs as they grow older, preventing a move in later life.

www.keepmoat.com



Legal & General

@landg_group

Legal & General Group Plc has been providing financial safety nets for over 10 million customers for 180 years in the UK, Netherlands, USA and India. We are a campaigner for improving people's lives through our products, services and investments in Housing, Later Life and in Health. Thanks to amazing not for profit organisations such as the Housing LIN, HelpAge International, Shelter and the Intergenerational Foundation we have improved our service and understanding of these big macro trends.

More recently we are particularly proud of the fact that we have provided over £4bn of our capital into all forms of housing from, loaned our 200 millionth pound of finance into the lifetime mortgage market and just announced the creation of Legal & General Homes which will be creating 400 jobs in the largest distribution centre in Leeds to build over 3,000 pre-fabricated modular homes a year.

You can read more at:

www.legalandgeneralgroup.com



Willmott Dixon

@WillmottDixon

Willmott Dixon has been successfully delivering innovative, sustainable, high quality homes for our ageing population since 1974. With a dedicated Care sector team supported by experienced regional delivery teams, we are able to support and advise our clients in what is needed to provide market leading lifetime homes and environments that facilitate quality care and support for the UK's older people.

Over the last decade the company has a significant increase of new and repeat business creating in excess of 2,000 new homes, including large scale retirement villages, supported housing, extra care apartments, care and nursing homes, and specialist schemes for people with dementia.

We know that our customers' business is to create exceptional homes and environments for older people to thrive and enjoy active and independent lives within the wider community, so we never forget that everything we do is about someone's new home.

www.willmottdixongroup.co.uk

Affiliate sponsors:

Elderly Accommodation Counsel

@FirstStopAdvice



Elderly Accommodation Counsel (EAC) is a national charity set up to help older people make informed decisions about meeting their housing and care needs. Its services include a national Advice Line, 0800377 7070, and the website www.HousingCare.org, both of which offer a wealth of information and guidance, including access to the charity's uniquely detailed directory of all specialist accommodation for older people in the UK.

EAC increasingly delivers its services through the FirstStop Advice network, in partnership with other national and local organisation. www.housingcare.org / www.firststopadvice.org.uk

The ExtraCare Charitable Trust

@ExtraCareOrgUk

The ExtraCare Charitable Trust enables older people to enjoy a healthier, active and more independent lifestyle in a network of inspirational communities. Founded in 1988, ExtraCare is a registered charity based in Coventry. It operates 3,848 homes within 14 retirement villages and 17 smaller housing developments across the Midlands and the North. Each Housing Scheme or Village has 5 to 18 social, health and leisure facilities that are accessible to more than 4,400 residents and up to 5,000 older people living in surrounding communities.



Did you know?

- We are a not-for-profit charity governed by our Board of Trustees - experienced advisors in housing, care, business and finance who give their time and expertise voluntarily.
- We actively support the future health and well-being of our residents through the work of around 60 ExtraCare Charity shops.
- We have an active network of around 3,000 volunteers - their contribution is highly valued and is at the heart of our inspirational communities.
- Our £314 million development programme (2016 - 2019) sees the construction of 1,534 mixed-tenure apartments within six villages as follows: Coventry (2016), Longbridge, Birmingham (2017 - the fifth village to be completed in the City), High Wycombe (2018), Stoke Gifford (2018), Bedford (2019) and Solihull (2019)

www.extracare.org.uk

Faithful+Gould

@fgouldconnect



Faithful+Gould is a world-leading integrated project and programme management consultancy. As such, our aim is to protect and maximise our clients' interests throughout the planning and delivery of projects. With a turnover of £230 million, Faithful+Gould is staffed by over 2,300 passionate

and experienced professionals operating from an international network of offices in the Americas, Asia Pacific, the Middle East, UK and Europe.

Our clients expect expertise, but it is our ability to work in partnership, finding better ways to get things done that creates increased value for our clients. We call this 'Constructive Expertise' and it involves combining positive thinking with our problem solving capability and interrogative approach. Our unique ability to integrate our worldwide core services of cost and commercial management, project management, programme management, asset management and project controls delivered with intellect, innovation, positive thinking, problem solving capability and constructive interrogation, ensures we achieve the right solutions for our clients' needs.

www.fgould.com

The Guinness Partnership

@YourGuinness

The Guinness Partnership is proud to be one of the largest affordable housing and care providers in the country. We own and manage nearly 60,000 homes and provide housing and care services for 120,000 customers. We won the international housing and dementia award in 2015 and are working with partners to pilot a dementia friendly approach across our services.



www.guinnesspartnership.com

Housing & Care 21

@HousingCare21



Housing & Care 21 is a leading national provider of retirement housing and social care services for older people. We support independence and choice by providing affordable, quality housing and flexible, person-centred care and support services for people of modest means. For more information please visit:

www.housingandcare21.co.uk

PRP

@PRP_News

As the UK market leaders in the field of Specialist Housing and Care, our award winning team works with housing associations, charities, local authorities and private developers. With a large portfolio of award winning schemes and a broad client base, from both the public and private sector, we have an unrivalled understanding of the various models for older persons housing and care. For further information visit:



www.prp-co.uk/projects/specialist-housing-and-care

Tunstall

@TunstallHealth



Tunstall Healthcare Group offers a range of Connected Care and Connected Health solutions which uses smart technology underpinned by high quality, high touch services to support older people and those with long term conditions to live independently, securely, healthily and happily as they are able. As the market

leading provider of technology-enabled care, we have been working with health, housing and social care partners for nearly 60 years. By effectively supporting health, independence and well-being, our products and services improve outcomes and deliver efficiencies when compared to traditional models of hospital or residence-based care. Our latest generation of digital housing communications systems, Communicall Vi and Communicall Vi IP, add an extra dimension to housing with care by harnessing the power of digital to enhance the resident experience and set a new benchmark in technology enabled care.

www.tunstall.com

Winckworth Sherwood

@ws_law

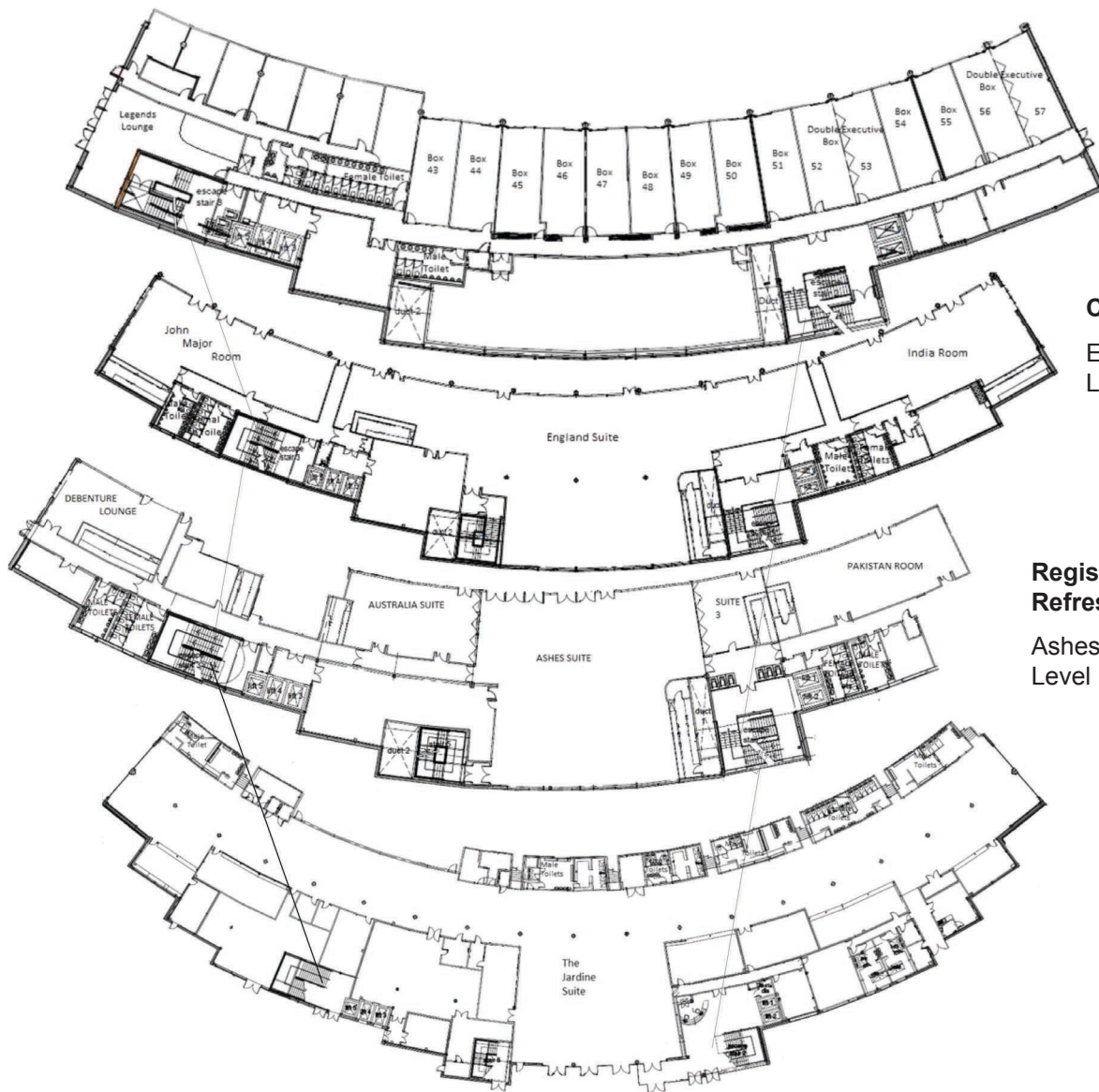
Winckworth Sherwood is a leading law firm specialising in all aspects of social housing, including extra care and supported housing, residential property and housing law. No other law firm offers the same breadth and depth of experience in affordable and market housing which gives us a broad and unique perspective on the issues facing home providers and the challenges of providing and delivering extra care support.



We have a passionate commitment to our clients who include registered providers of all sizes, developers, national house builders and local authorities as well as non-profit organisations such as HM Government, Network Rail and the Church of England. We are considered by the housing sector and legal guides to be one of the top three social housing firms in the UK.

Our expertise covers the full range of legal issues: joint venture and alternative development structures, commercial contracts, diversification, finance, planning, construction, housing management, dispute resolution and outsourcing to plot sales. For more information please visit www.wslaw.co.uk/extra-care-housing or contact Charlotte Cook: ccook@wslaw.co.uk / 020 7593 5107

Venue Plan



Workshops
Executive Boxes
Level 3

Conference Room
England Suite
Level 2

Registration, Exhibition & Refreshments
Ashes Suite
Level 1



Housing LIN

Connecting people, ideas and resources

Housing Learning & Improvement Network
c/o EAC, 3rd Floor,
89 Albert Embankment
London SE1 7TP

Tel: 0207 8208077
Email: info@housinglin.org.uk
Web: www.housinglin.org.uk
Twitter: @HousingLIN