

Housing Learning and Improvement Network

HOUSING WITH CARE MATTERS

Issue with live URLs and website links



HRH The Princess Royal opening The Manors Extra Care scheme in Prudhoe, Northumberland

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POLICY AND FUNDING NEWS:

There have been a number of major policy announcements since our summer enews. In particular, around government funding commitments over the next three years and arrangements to support the development of reablement/care at home agenda.

Comprehensive Spending Review – challenge or opportunity?

On 20 October, the government set out its fiscal strategy for the next 3 years. There have been significant reductions in a number of policy and funding areas that impact on future capital and revenue investment in housing related care and support services.

Health and social care

The total health budget will increase marginally by 0.4% in real terms (above inflation) – 0.1% above inflation each year, with productivity savings of up to £20billion sought over the next 4 years through greater efficiencies. There is also a greater thrust towards closer integration of frontline services and local commissioning to achieve greater service quality. Further details of these arrangements will be set out in the forthcoming NHS Operating Framework for 2011/12 due out next month.

With regard to social care, the context is that there is a 26% reduction in revenue grants to local authorities. However, in his letter to Directors of Adult Social Care, David Behan – Director General at the DH – highlighted the challenges of the fiscal climate and that the spending review recognized the importance of social care. To this end, an additional £2billion has been allocated to aid the delivery of social care by 2014/15. This includes £1billion of NHS monies to be used by health services to support reablement services to help avoid demand on social care and a further £1billion social care revenue grant monies for local authorities, in addition to existing allocation arrangements. There will also be further announcements on other specific grants relating to Learning Disability and Health Reform Grant, Public Health grants and any further capital allocations at a later date. David Behan's letter is at:

www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_120694.pdf

(contd. on p.2)

For those readers with an interest in Extra Care Housing funding, no specific allocation was made at this time. We will report on any developments as and when these arise.

Housing and related support

As with social care, the delivery of housing will be affected by reductions in revenue in grants to local authorities. However, specific mention is made to protecting vulnerable people, including:

- Disabled Facilities Grants to rise in line with inflation
- Over £6.5billion Supporting People budget (as part of new formula grant arrangements), and
- £400million homelessness grant
- £100million New Homes Bonus (to stimulate housing/economic growth)

In addition, the government has set a target of 150,000 new affordable homes over the Spending Review period while at the same time reducing the Homes and Communities Agency capital programme to £4.5billion. At the same time, £2billion has been set aside for landlords to complete their Decent Homes and future disabled housing adaptations. There is also mention of the reform of Housing Revenue Accounts and setting new Affordable Tenancy with flexible tenure arrangements and intermediate rent levels. More details to follow.

Further to the Chancellor of the Exchequer's June statement, another key strand of the CSR was set aside for Welfare Reform. This includes:

- increasing the age threshold for the shared room rate from 25-35 years of age instead of a rate for a full flat, and
- removing the mobility component of Disabled Living Allowance for those people living in residential care.

For a full detail of the CSR announcement, go to: www.official-documents.gov.uk/document/cm79/7942/7942.pdf

Speaking at the National Childrens and Adult Services conference last week, Andrew Lansley, Secretary of State for Health, spelt out how £800m of the additional monies set aside for social care in the CSR for 2011/12 will be spent. This includes £150m for reablement services for people leaving hospital, backed by new rules that will make hospital trusts responsible for patients for 30 days after their discharge. The latter builds on an earlier announcement of £70m (outlined in the next item). Further details to appear in our next edition of this enews.

£70m for reablement services

The Secretary of State for Health, Andrew Lansley, has announced a £70m cash boost to enable the NHS to support people back into their homes after a spell in hospital. The package will help to settle people back into their homes, possibly through fitting adaptations to their home environment so they can get around better or providing daily visits and support. The extra funding will be allocated to Primary Care Trusts to be spent this financial year across the health and social care system. For a copy of the Local Authority Circular that contains details of PCT allocations, go to: www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_121112.pdf

Prominent Bodies to be abolished or reformed

The Cabinet Office have announced the reform of a number of prominent Quangos and the abolishment of several that have a direct engagement with the regulation, advice and inspection of housing and local government. Those to be abolished include the Audit Commission, the Tenant Services Authority, Rent Assessment Panel, and National Housing and Planning Advice Unit. Those to be reformed include the Independent Housing Ombudsman and the Homes and Communities Agency. Full story at: www.cabinetoffice.gov.uk/newsroom/news_releases/2010/101014-quangos.aspx

DEMENTIA UPDATE

National Dementia Declaration

Paul Burstow, Minister of State for Care Services launched the National Dementia Declaration last month. The Declaration has been created by people with dementia, carers of people with dementia, and a large number of organisations who seek radical change in the way that our society responds to dementia.



There are also opportunities for organisations to get involved by:

- Ensuring that the work they do is planned and informed by the views of people with dementia and their carers
- Being an ambassador for the National Dementia Declaration and securing commitment from partners for the second phase of the Declaration

- Reporting publicly on their progress against the plan they have set out to support delivery of the National Dementia Declaration
- Working in partnership with other organisations to share knowledge about best practice in dementia
- Improving understanding about dementia

For further details, go to:

www.dementiaaction.org.uk/dementiaaction/downloads/file/1/national_dementia_declaration

Housing and Dementia Research Consortium's pledge

The HDRC's aims chime well with the desired Declaration outcomes and the above principles.

- To shape the agenda of research into housing with care to ensure its relevance and usefulness to housing providers and people with dementia
- To work together to have greater weight when applying for research funding
- To deliver more ambitious large-scale, multi-site, multi-provider research
- To disseminate findings from research and evaluations to influence policy and improve practice

The consortium has committed to doing a range of things to achieve these aims and welcomes the support and partnership of anyone who can help us to achieve them. HDRC's action plan is available at: www.dementiaaction.org.uk/info/2/action_plans/43/housing_and_dementia_research_consortium

For further information on the HDRC go to:

dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/browse/HousingandDementia/Provision/SpecialistHousing/?parent=5050&child=4162

OFFICIAL OPENING - DH FUNDED SCHEMES

In recent weeks, two DH funded schemes have been officially opening. They are:

Bramble Court – a harmonious new scheme

Bramble Court was developed by Hanover in partnership with South Tyneside Council. The 46 unit scheme was officially opened last month and offers impressive modern properties with state-of-the-art facilities for older people, and with care



Peers of Harmony singing at Bramble Court

and support provided on-site by Care UK. Residents have access to the 24/7 'Hanover On Call' service, which provides them with a reassuring emergency response service. The development also has a shop, hairdressing salon and shared social areas.

The Manors, Prudhoe - a royal visit

The Princess Royal officially opened the new DH funded Extra Care scheme in Prudhoe, Northumberland. The Manors is the county's first Extra Care housing scheme for the elderly. Managed by Milecastle Housing, it has already proved very popular with the residents.



HRH The Princess Royal meeting resident Jim Richardson

DESIGN FEATURE

Two DH ECH schemes win CABE accolades

Congratulations go to Waverley Gardens in Bristol and Northampton Place in Slough for achieving a Commission for Architecture and the Built Environment 'Building for Life' Standard.



Waverley Gardens in Bristol, a partnership between the city council and Brunel Care received a Gold Standard, whilst the Hanover Housing

Association scheme in Slough received a Silver Standard. Well done to both!

And Mill Rise Village wins again!

Mill Rise Village in Staffordshire, a 60 unit ECH scheme managed by Aspire Housing has won an HCA design award. For more information on the scheme, read the Housing LIN case study report at:



dhcarenetworks.org.uk/pageFinder.cfm?cid=6240

EVOLVE – The Evaluating Older people’s Housing toolkit

This comprehensive toolkit by the University of Sheffield, with PSSRU, University of Kent and supported by the Housing LIN should be used to assess how well a building contributes to both physical support of older people and their personal well-being. It consists of a set of detailed checklists ordered in the sequence of the rooms or spaces encountered in a walk through a building.

EVOLVE was developed from research in extra care housing, including schemes funded through the Department of Health’s Extra Care Housing Fund, but it can be applied to other forms of housing, such as sheltered housing or private houses. It is available for download on the Housing LIN website at:

dhcarenetworks.org.uk/pageFinder.cfm?cid=7997

London design guide

The new 'interim edition' of the London Housing Design Guide by the London Development Agency sets out the Mayor of London’s aspirations for the design of new housing in the capital.

All housing built on London Development Agency land is expected to meet these standards. Importantly, the standards will also start to be applied to housing schemes applying for funding from the London Homes and Communities Agency from April 2011, including accessibility in relation to the needs of disabled and older people. For a copy, go to:

dhcarenetworks.org.uk/pageFinder.cfm?cid=7992

Simpler and better. Housing design is everyone’s interest

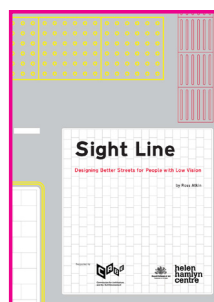
This new report from CABI explores how to achieve simpler and better quality housing, what are problems and what can be done. Available at:

dhcarenetworks.org.uk/pageFinder.cfm?cid=7991

Sight Line: designing better streets for people with low vision

This CABI report reviews how blind and partially sighted people navigate their local streets. The report includes design briefs for products that would make streets easier to navigate, including road work barriers, new road surfaces to augment traffic sounds and tactile signs to attach to street furniture. Available at:

www.cabi.org.uk/publications/sight-line



Fire Safety in Construction



The Health and Safety Executive have issued this publication as part of a series of guidance for the construction industry. It provides comprehensive guidance on fire safety in construction process and will be also relevant to those working in the planning, design and development of housing.

Copies available at:

www.hse.gov.uk/pubns/books/hsg168.htm

Also see the Housing LIN’s related technical brief, No 5, on fire safety in the construction and management of Extra Care Housing below.

English Housing Study 2008

The latest information on the profile and condition of housing stock in England, including references to older people, is now available at:

www.communities.gov.uk/documents/statistics/pdf/1750754.pdf

NEW HOUSING LIN PUBLICATIONS

Three new publications have been issued by the Housing LIN to coincide with this enews. These include:

Technical brief: Fire safety in Extra Care Housing

This important new technical brief looks at fire avoidance and control strategies in ECH developments implemented at design and construction stages with particular reference to lessons learnt and current day legislation. It concludes with an overview in respect of a building owner or manager’s responsibility as ‘a responsible person’ when actively managing the ‘fire risk assessment’ throughout the lifetime of an ECH development with particular consideration to the developing frailty of the residents. For a copy go to:

dhcarenetworks.org.uk/pageFinder.cfm?cid=8012

Factsheet No 32: Private rented sector extra care – a new market?

This Factsheet for the Housing LIN explores the question of whether there is a market for extra care housing in the private rented sector, and if so, what role it might play within the spectrum of tenure and care choices available to older people. For a copy go to:

dhcarenetworks.org.uk/pageFinder.cfm?cid=8013

Case Study No 51 - Extra Care Housing and Regeneration in Wolverhampton.

This study describes the housing led regeneration of a specific disadvantaged area of Low Hill in Wolverhampton, which includes 208 new homes including a 64 bed extra care apartment scheme and day centre for older people built in the heart of the development. For a copy, go to: dhcarenetworks.org.uk/pageFinder.cfm?cid=8011



Showell Court Extra Care Scheme, Wolverhampton

OTHER HOUSING WITH CARE PUBLICATIONS

There are several new reports relating to extra care housing, personalisation and accessibility worth reading. These include:

Prevention and personalisation

This new report by Sitra highlights the contribution of housing related support to the achievement of positive outcomes for vulnerable people across the Yorkshire & Humber area.

Using a combination of case studies, stakeholder interviews and cost/benefit analysis, the report found that housing related support provides a cost effective way of delivering services to a wide range of vulnerable people. It achieves positive outcomes in line with people's personal circumstances and prevents demand for more expensive options. dhcarenetworks.org.uk/pageFinder.cfm?cid=8007

Action on sheltered and retirement housing

This revised leaflet from EROSH provides a useful checklist to encourage joint working between adult social care staff and those involved in sheltered/retirement housing address the personalisation and wellbeing agendas. Copies are available at: dhcarenetworks.org.uk/pageFinder.cfm?cid=8009

Cost Benefit Assessment of Supporting People in the North East

This paper from the NE Regional Improvement and Efficiency Partnership evaluates both the cost-benefits of the Supporting People programme in the North East region and the potential efficiencies that are achievable through the use of common commissioning practices. For a copy, go to: dhcarenetworks.org.uk/pageFinder.cfm?cid=8008

Housing Transitions: Older People's Changing Housing Needs

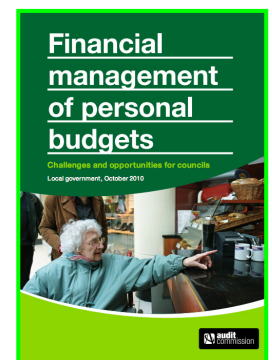
This paper published by the JRF draws on research with older people aged 65-84 by the University of Loughborough. It looks at changes in people's home circumstances including moving home and what helps or hinders the transition, as well as changes experienced when people stay put, including making adaptations or alterations to the home, and changes in warden services. Available at: dhcarenetworks.org.uk/pageFinder.cfm?cid=7998

For more recent JRF publications go to p.6 of this enews

USEFUL SOCIAL CARE/HEALTH PUBLICATIONS

Financial Management of Personal Budgets – challenges and opportunities for councils

This new report from the Audit Commission examines personal budgets in adult social care and considers the financial management and governance implications for councils. It reviews the approaches to transition from providing services to providing personal budgets, the choices for allocating money, and how councils can plan for the financial implications. It also includes a self-assessment checklist to help councils review progress in implementing personal budgets and identify areas for improvement. For further details, go to: www.audit-commission.gov.uk



Regional Health Profiles

The Association of Public Health Observatories have issued the 2010 Regional Health Profiles. These highlight the considerable variation in health between local authority areas and help to identify priorities for health improvement, including links to statutory homelessness. For details, visit: www.apho.org.uk/default.aspx?QN=P_HEALTH_PROFILES

Learning Disability: Housing Toolkit

The Valuing People Team at the DH and Housing Options have produced a concise toolkit for councils and providers to help plan and commission wider housing choices for people with a learning disability. dhcarenetworks.org.uk/pageFinder.cfm?cid=8010

Ageing Well programme - Supporting local authorities to develop good places to grow older

This new booklet published by the Local Government Group outlines the range of tools and support available to local authorities and local strategic partnerships to support the four main themes of Ageing Well. These are:

- leadership
- strategic approach
- engagement of older people, and
- joined-up and or coordinated commissioning and delivery of services for older people.

It provides information on the range of diagnostic tools, improvement options, information and other resources available. These can be combined to design a bespoke programme to promote the independence and wellbeing of older people in your area. To download a copy, go to: www.local.gov.uk

A Better Life

In 2009, JRF launched 'A Better Life', a research programme focusing on how we can improve the quality of life of older people with high support needs. The first research from this programme has now been published, including a Round-up of everything we know so far about older people with high support needs.

JRF has also published a review, Equality and diversity and older people with high support needs, as well as a series of Expert Reviews.

You can view and download a copy of all the publications at: www.jrf.org.uk/publications/better-life-high-support-needs

Older People with High Support Needs want more Choice and Control in how they Live their Lives

A new paper by the National Development team for Inclusion (NDTi) to share findings from a two year project, supported by the Office of Disability Issues as one of the commitments in the Independent Living Strategy, which is aiming to increase the voice, choice and control of older people with high support needs. This includes older people living in care homes and those living at home with a lot of support.

A summary of the paper has been produced as an 'NDTi Insight' – part of a series of 2 page highlights of the most important learning from pieces of work. This is available at: www.ndti.org.uk/publications/ndti-insights/ndti-insights.aspx

Gain without Pain

This new report from the Voluntary Organisations Disability Group highlights how the voluntary sector can help deliver the social care agenda for people with disabilities and co-produce improvements that can transform their lives. Available at: ipc.brookes.ac.uk/news/documents/VODG2010GainWithoutPain.pdf

Think Local, Act Personal: Next Steps for Transforming Adult Social Care

A proposed sector-wide commitment to moving forward with personalisation and community-based support was launched last week by partnership of social care agencies. It makes reference to promoting the delivery of a broader range of housing/accommodation designed to offer more supportive living environments to people with care and support needs. For details, visit: www.puttingpeoplefirst.org.uk/ThinkLocalActPersonal

TELECARE UPDATE

Choice and Control: An Information Revolution

The Secretary of State for Health has launched a new consultation on making better use of the web to engage with health and social care services and help people to navigate the care system. There is a reference to sheltered housing in connection with telecare and telehealth and further references to information, digital and assistive technologies. Closing date for responses is 14 January 2011. To view the consultation, go to:

dh.gov.uk/en/Consultations/Liveconsultations/DH_120080

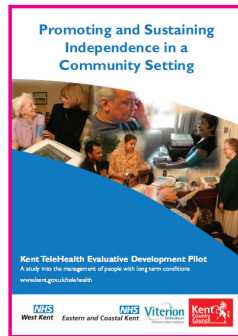
Assisted living services in 2030

A recent study commissioned by Ofcom examines the long-term requirements of key sectors for communication services in the United Kingdom and considered: how assisted living services (ALSs) might help older people and disabled people to live more independently over the next 20 years; the technology driving development of ALSs; and barriers to 'digital inclusion'.

The report argues this will create a 'latent demand' for ALSs that enable people to live independently in their own homes for longer. Read the report at: stakeholders.ofcom.org.uk/market-data-research/technology-research/research/sector-studies/assisted

Kent Telehealth Pilot Study

In 2004, Kent County Council with their primary care trusts initiated a ground breaking telehealth pilot programme involving 250 patients. The pilot programme initially set out to establish whether outcomes from US studies could be replicated in the UK. This included supporting user independence, alleviating carer burden, assessing impact on hospital admissions, length of stay, GP contact and nursing visits. Three long term conditions were included in the home monitoring study - Chronic Obstructive Pulmonary Disease (COPD), Coronary Heart Disease (CHD) and Type 2 Diabetes.



In a major recent report, the study concluded that:

- Telehealth brought peace of mind and improved quality of life for patients and carers
- Telehealth supported independence, empowerment and self-management of conditions
- Patients and carers embraced the technology and valued it
- People who used telehealth had fewer hospital admissions, shorter lengths of stay, reduced GP contacts and in some cases fewer nursing visits
- Clinicians had regular and reliable patient information and could take appropriate early action to prevent admissions and exacerbations
- Telehealth promoted better medicine management
- Financial savings were possible through reduced unplanned admissions, A&E visits and clinician home visits

A rough extrapolation of savings (with some caveats) across Kent indicates that the annual cost savings for 2006-7 could be £7.56m (Confidence level of 0.05, range of £4.18m-£10.942m).

Kent is part of the Whole System Demonstrator Programme, the World's largest controlled trial of telecare and telehealth, which will report in Spring 2011.

For a copy of the report, go to: https://shareweb.kent.gov.uk/Documents/adult-Social-Services/professionals-and-projects/WSD/Telehealth%20Full%20Report%20FINAL_Layout%201.pdf

For latest copies of our Telecare LIN enews, go to www.dhcarenetworks.org.uk/telecare

SAD NEWS

It is with great sadness that we report that Judith Hawkshaw, who for several years chaired our Eastern Region Housing LIN, died after a very sudden illness. I am sure that this news will come as a great shock to those she worked closely with helping to champion Extra Care Housing for people with dementia and the development of very sheltered housing for older people in Suffolk and beyond. She will be greatly missed by us all at the Housing LIN.

REGIONAL UPDATE

Our 9 regional Housing LINs continue to go from strength to strength. With over 5,500 plus registered members, the regional groups meet regularly to share information on latest policy developments and innovative practice around housing with care; forge links with commissioners, developers and providers; and to provide an open environment to share ideas and learning.

Examples of recent presentations include:

- Housing Benefit Reform and extra care housing
- Support for Mortgage Interest changes and impact for independent living
- Personalisation and Supported Housing
- Learning disability and housing options
- Sheltered housing reviews

If you would like to be more active in your regional Housing LIN, have ideas for learning themes or hosting a site visit, contact your regional lead at www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/HousingRegions or our new business centre at info@housinglin.org.uk

Tower Hamlets ECH expression of interest

The LB of Tower Hamlets is seeking expressions of interest from organisations to provide the care element of support, and housing related support, in two ECH schemes under construction in Stepney and Bethnal Green.

For any queries email procurement@towerhamlets.gov.uk (quote AHWB 3877). To register an interest no later than 12pm on 19 November 2010, go to www.londontenders.org/procontract/supplier.nsf/frm_home?openForm

London Housing LIN – looking for steering group members

Clare Skidmore, our London Housing LIN 'champion' is looking to establish a regional Steering Group. We are looking for senior commissioners. If you are interested, please contact her at clare.skidmore@towerhamlets.gov.uk

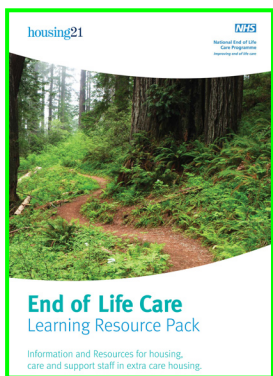
South Essex Commission of Enquiry

Further to our last enews, which reported on this enquiry, two meetings have been held. The first explored the pressures on housing, health and adult social care services resulting from our ageing population, and the challenging financial settlement faced by councils and the health service. The second considered the importance of good information to equip people to make the right choices about their housing, health and adult social care needs, as well as how communities can work together to meet those needs, and how to ensure new housing is suitable for older people and people with disabilities.

The next meeting on 15 th November, will focus on what may become a main focus of adult social care in the future - reablement services - helping people to recover more quickly from illness, preventing unnecessary hospital admissions, promoting timely discharge from hospital and enabling independent living. For details please contact Susan Williams, Programme Manager at: suewilliams@thurrock.gov.uk or visit: http://www.tgessex.co.uk/index.php/tgse_news/news_detail/the_commission_of_enquiry_into_co_operation_between_housing_health_and_adul/

YOUR INPUT WANTED

Evaluation of Learning Resources for End of Life Care in Extra Care Housing Settings



End of life care (EoLC) is increasingly being recognised as a crucial policy and practice issue as government and policy makers reflect on the challenges presented by an ageing society. In 2009, the NHS End of Life Care Programme launched a resource pack and

accompanying DVD designed for anyone who is caring for or giving support to someone with a life limiting condition in an extra care housing setting.

The resource pack can be accessed at the following web-link: www.endoflifecareforadults.nhs.uk/publications/eolclearingresourcehousing21

The End of Life Care Programme is now seeking to evaluate how effectively the resource pack has been disseminated across extra care housing and other types of specialist housing that provides care and support for older people, and whether it has helped develop awareness of end of life care issues and improve skills and practice. Housing LIN members' contribution to the evaluation will be greatly valued. Understanding how people have found out about the pack and how they have used it will help us to further develop our resources and dissemination strategies, and ultimately bring about improvement to care for people approaching the end of their lives.

Researchers at the Centre for Housing Policy at the University of York would be extremely grateful if you could take the time to complete the survey that can be accessed on the link below by Friday 19th November 2010:

www.york.ac.uk/inst/chp/EoLcare/EoLSurvey.htm

Improving the cost-effectiveness of learning disability support provision

The DH's Valuing People Now (VPN) team is developing initiatives to support local authorities and providers in commissioning and delivering cost-effective, high quality housing and services. As part of this process, Laing&Buisson have been commissioned to capture and better understand the relative costs of different types of support services and accommodation, with a view to informing thinking about cost-effective approaches and providing subsequent practical guidance, both for those commissioning and delivering services.

If you have an example you think could be useful for this piece of work, please contact David Roe at David.Roe@laingbuisson.co.uk

RESEARCH UPDATE

Emerging finding from PSSRU

In 2004, the DH commissioned the PSSRU at the University of Kent to evaluate Round One of its 2004-06 Extra Care Housing capital funding programme. The completed schemes include 16 smaller schemes and three care villages. A copy of a recent presentation by PSSRU to the International Conference on Evidence-Based Policy in Long-Term Care is now available at:

dhcarenetworks.org.uk/pageFinder.cfm?cid=7999

HOUSING LIN MEETINGS

Details of our next series of regional meetings will be uploaded on our website. To receive an automatic invite, register your interest by region at:

www.dhcarenetworks.org.uk/userAccount/register

Joint North East, Yorks & Humber and East Midlands Region LIN

7th December 2010, Doncaster

South East Region LIN

20th January 2011, Brighton

South West Region LIN

20th January 2011, Liskeard

South West Region LIN Annual Conference

9th March 2011, Taunton

To register for these events, visit our events page at www.dhcarenetworks.org.uk/housing under [Events](#).

OTHER EVENTS

The following events are supported by the Housing LIN

Pavilion Housing for Older People – A Home for Life conference

17 November, London

More information about this conference and the booking system can be found at:

www.pavpub.com

West Midlands health and housing conference

23 November, Oldbury

For more information on this sitra and NHF regional event, contact: conferences@sitra.org

South East health and housing conference

25 November, Dorking

For more information on this sitra and NHF regional event, contact: conferences@sitra.org

East Midlands health and housing conference

29 November 2010, Leicester

For more information on this sitra and NHF regional event, contact: conferences@sitra.org

Delivering Housing Adaptations – NHF Conference

30 November, University of Warwick

More information and booking at: www.housing.org.uk that agenda to look at the benefits for communities and how we can use local resources more effectively. www.guardian.co.uk/managingnewrealities

Supporting Older People - NHF Conference

7 December 2010, London

More information about this conference and the booking system can be found at: www.housing.org.uk/default.aspx?tabid=881

PROMOTE YOUR WORK

If you have promotional material, articles or features you would like us to include in future editions of Housing with Care Matters, please send information to: info@housinglin.org.uk

We welcome your contributions.

HOUSING LIN – NEW CONTACT DETAILS

Please note that from the beginning of November, the Housing LIN's new contact details are:

Email: info@housinglin.org.uk

Tel: 020 7820 8077

New address: Housing LIN, c/o EAC, 3rd Floor, 89 Albert Embankment, London SE1 7TP.

Please amend your records