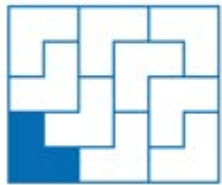




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## Our 2024 - 2029 plan for:



**Wellbeing  
in retirement**

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Date of issue: November 2024





## Vision statement

The Wellbeing In Retirement plan sets out the vision for creating the homes and services that will enable people in later life to live well, connected to loved ones, to their surroundings and with a meaningful life.

NCHA will be an excellent landlord for customers in later life. The design of our homes and services will be desirable now and meet people's needs as they change. Our homes feel like a step up in later life, and customers are involved in updating our retirement schemes.

## The BIG challenges

Accordingly to The Centre for Ageing Better, older renters are more likely to be in poor health than home owners (2024). 23% of NCHA customers are over 60 and in the next 10 years another 19% of existing customers will join them. Around 30% of our customers report having a disability.

Some of our properties are outdated and need refurbishment, including our independent living for older people schemes (ILOPs) and almshouses. The décor and facilities of some ILOPs hasn't kept up with modern expectations of providing an uplifting environment. Hard wired assistive technology is failing in some schemes and needs replacement.

Satisfaction scores of communal areas in ILOP schemes had decreased from 2019 to 2021, then further decreased in 2024, evidencing that we are not meeting customer expectations.

Sherwood House, NCHA's only care home for older people, had 22% of void rooms in 23/24. This is the lowest level occupancy since NCHA has been operating the service.

Thermal comfort is particularly poor in almshouses. Nottingham Community Almshouse Charity (NCAC) is a separate group company, meaning almshouses are not part of NCHA's retrofit programme.

# Where are we now?

- In 2024 we successfully launched our Happy at Home campaign, offering home visits to every customer aged over 75, from a colleague trained to support older people to live well at home. This project identified the need for adaptations, health and wellbeing risks, signposting to other services, and any housing issues that we can swiftly address.
- 13 ILOPs schemes for people aged 55+, 375 homes in total. Our flagship service at Farnborough Court will open in 2025, offering better technologies and a later life focused building specification that complies with HAPPI standards.
- We've trialled new technologies, including lifelines and a wellbeing service 'Ok Each Day'. These have had overwhelming positive impact on customer wellbeing and enabling scheme managers to spend time on activities with more impact.
- We responded to the government consultation on accessible homes, supporting the change to the building regulations for all homes to be built according to part M4(2), enabling people to adapt their homes when needed.
- We established our position on delivering care for older people, confirming that we are not seeking to offer domiciliary care, operate extra care or build retirement villages. We will continue to operate the care home Sherwood House whilst we are the best placed provider. We will continue to operate and develop independent living schemes where they are needed in communities.
- NCAC, a group company charity, manages 164 Almshouse homes offering low cost housing predominantly for older people. The annuity scheme, also part of NCAC, awards an annual grant to some older customers in Nottinghamshire. We have progressed the corporate plan and researched funding for retrofit.

# Key objectives

## One year

### **Almshouse Investment Appraisal 2022-23 – led by SLT**

Make a plan to improve living standards and thermal comfort in Almshouses, reducing fuel poverty and increasing as many EPC ratings to a C as possible. Deliver through the relaunched NCAC Corporate Plan.

- Agree a plan with the Board in 2025.

### **Kitchen and Bathroom Replacement 2024-25 - led by the Planned Improvement Team**

Re-establish the age-friendly kitchen and wetroom design and agree a programme where these enhanced kitchens and bathrooms will be installed. In all ILOPs and almshouse homes, and in standard housing where the existing customer is an older person and is given the choice.

- Agree the programme by 2025

## Three year

### **Happy at Home Campaign 2024-27 – led by the Your Communities Team**

All housing customers aged over 75 will be offered a visit to assess their needs, offer adaptations, signposting and support services where needed. The offer will be adapted based on feedback from customers. Social Impact data will be gathered and shared.

- All over 75 year olds will be offered a home visit by 2027
- The service will be reviewed in 2025 following social impact data and feedback.

## Five year

### **Inspired Living 2024-29**

Modernise the communal internal and external areas of independent living schemes to appeal to prospective customers and improve quality of life for existing customers. This will include improving social spaces to reduce loneliness and increasing biodiversity in communal gardens.

- Deliver three Inspired Living modernisations by 2027, increasing satisfaction with communal space to >90%
- Review scooter store provision and ensure all schemes have safe, convenient storage by 2026.

### **Technology supporting better lives 2024 – 29 – led by the Independent Living Team**

Ensure we are providing the right technology in independent living services and other places where appropriate to support wellbeing. Move to a dispersed systems of lifelines, further establish the Ok Each Day Service and implement a door entry system where possible. These services will enable customers to access help when they need it and a feeling of safety and security.

- Deliver a replacement programme of lifelines where hard wired systems are failing after establishing which products are compatible with NCHA's systems
- Trial and evaluate two video door entry systems and purpose a default system for new installations that provides a great service and value for money by end of 2025
- Maximise use and value of the Ok Each Day Service, conducting regular reviews with Alertacall.

## Delivering the plan

The Assistant Director of Homes and Wellbeing will be responsible for the delivery of the plan and coordinating the achievement of the objectives by each lead. Each objective will have its own delivery plan.



## Monitoring and reporting

Each objective is assigned to the relevant manager who is responsible for deliver the action plan to achieve the objective, and include in Team Plans where relevant.

Progress against the strategic plan will be reported to the Homes and Wellbeing senior managers meeting. The Assistant Director of Homes and Wellbeing is responsible for progress reports to Customer Committee and Care Committee.

As well as progress updates this strategic plan will be underpinned by KPIs to measure success, aiming to achieve the stated targets by 2029.

**>90%**

ILOP satisfaction with communal areas

**<5%**

voids % in ILOPs, Almshouses, care homes for older people

**>70%**

bathrooms in ILOPs and Almshouses are wetrooms

**>20%**

increase in self-reported wellbeing by recipients of Happy at Home support

# Our business delivery strategies

Being the best we can be for our customers and colleagues by always listening and striving to improve, in an environment that is supportive, inclusive and wellbeing focused.

Alongside the Group Corporate Plan sit five **'Business Delivery Strategies'**, which are relevant to all departments. These are:

- Environmental Sustainability Strategy
- Social Impact Strategy
- Value for Money Strategy
- Our Customers Strategy
- Our Places Strategy.



Taken together, these strategies provide us with the opportunity to pause and reflect on what we've been doing, and then to refocus on the future.

Taking inspiration from these five business delivery strategies, this plan sets out our ambitions for customer experience for the next five years.