

OLDER PEOPLE HOUSING REVIEW ACTION PLAN

**SIX MONTH UPDATE
MAY 2010**

RECOMMENDATIONS

1	Information and Advice	Pg 3-4
2	Supporting People Planning and Commissioning	Pg 5-6
3	Strategic Planning	Pg 7-9
4	Electronic Assistive Technology	Pg 9-10
5	Good Practice	Pg 10
6	Lifetime Homes	Pg 10-12
7	Care and Repair	Pg 13
8	Adaptations	Pg 14-16
9	Equity Release	Pg 16
10	Community Based Support	Pg 17
11	Future Role of Sheltered Housing	Pg 18
12	Sheltered Housing Charging	Pg 19
13	Retirement Villages Research	Pg 19
14	Consider a Retirement Village Development	Pg 19
15	Housing for People with Dementia	Pg 19

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1	Supported by research and good practice initiatives, consider the way forward for housing advice for older people.	<p>Older people housing information and advice research.</p> <p>Inter-agency working to develop an information resource for older people.</p> <p>The DSD led governmental group is taking forward the 2007 strategy- 'Supporting Delivery of Voluntary Advice Services In the Community'.</p>	<p>Research report published September 2008.</p> <p>From 2009 NIHE participation with the new Belfast Healthy Ageing Strategic Partnership (HASP)</p> <p>Contribute to the development of a Belfast focussed older people information directory.</p> <p>Consideration of the outworkings of the DSD 'Opening Doors' strategy in relation to older people housing advice.</p>	<p>The completed research reports are available on the NIHE website.</p> <p>NIHE representation on the HASP (See also Rec. 3) Information and Advice sub-group is by Belfast Area office. The remit includes promotion of the <i>Seniors Info</i> directory and co-ordination of the Belfast Senior Citizens' Convention in May 2010. NIHE contributed £1000 match funding for this event.</p> <p>Feb 2010- NIHE approved £1000 towards a further 10,000 print run of the popular <i>Seniors Info</i> (15,000 in 2008). A further 800 copies of the new directory were distributed across NIHE areas and districts in April- May 2010. The '<i>Seniors Info</i>' website is hosted by Belfast City Council.</p> <p>NIHE is represented on the Government Advice and Information Group which is rolling out the strategy. Consultation was carried out on optimum locations for generalist area voluntary advice centres (building on existing services by e.g. SSA & NIHE) in late 2009. Guidance is to be published and a pilot phase will take place in 2010 to test partnership arrangements. The aim is that Councils will adopt the model in 2011 with phased implementation in 2011-12.</p>

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1	Better information and advice <i>(continued)</i>	NIHE was involved in the Rural Community Network (RCN) Older People rural housing unfit research (March 07) and Western Health Action Zone (2007) research in Fermanagh.	Advice and assistance for older people in rural areas Involvement with older people related fora and events.	<p>NIHE is involved in the Public Health Agency's Regional Project with DARD (Apr 2010 - 11) in 88 of the most deprived rural super output areas (SOAs) in NI. This will target a broad range of vulnerable households including older people, to promote uptake of benefits including where appropriate HB, energy efficiency measures and access to other local services. The PHA project represents the mainstreaming of the community outreach model initiated in Fermanagh area, in which NIHE was heavily involved.</p> <p>NIHE representation is ongoing with:</p> <ul style="list-style-type: none"> ➤ North and West Belfast Healthy Ageing Consortium with regular attendance and presentations on request. ➤ Engage with Age (South and East Belfast) and the advisory group on social isolation research '<i>Gazing at the 4 walls</i>'. ➤ Skills for Solutions (RCN/Atlantic Philanthropies) 3 year rural older people research/capacity building initiative. Involvement through NIHE's Rural Unit and Strategic Partnerships Section ➤ Information stands/advice at Belfast's Annual Senior Citizens Convention in Belfast City Hall on 27th May 2010. NIHE also approved a match funding contribution for the hosting of this event. <p>From 2009: 'Fit For the Future' is a programme by Age NI, funded by Atlantic Philanthropies for re-structuring and strengthening the voice of the sector across NI. The six Belfast local age fora groups including North & West Consortia and Engage with Age are discussing the potential for better linkages and joint work.</p>

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2	<p>Better planning and commissioning arrangements for older people services by building on Supporting People (SP) partnership structures.</p>	<p>Provide housing support services for older people</p> <p>Review the Supporting People (SP) Commissioning arrangements in response to RPA</p>	<p>Integrated approach to funding for supported housing</p> <p>New structures & arrangements in place.</p>	<p>The SP programme funds services to more than 23,000 vulnerable people per year. SP expend for 2009/10 was £63.49m. The SP budget requirement for 2010/11 is £63.89m of which £63.23m is required to fund existing services. The review of the SP strategy is underway and due to complete Summer 2010.</p> <p>Supporting People and older people in 2009/10:</p> <ul style="list-style-type: none"> ➤ Older People remain the largest client group in receipt of Supporting People services (mainly sheltered) ➤ Nine out of the 72 Floating Support Schemes (£507k+). ➤ 334 accommodation based schemes, including sheltered schemes (£8.4m+). ➤ 14% of Supporting People spend. ➤ Of the four new supported housing schemes on site in 2009/10 one is a 30 unit Elderly Mentally Infirm (EMI) scheme in Fermanagh <p>An inter-departmental working group (DSD, NIHE & DHSSPS) has been established to undertake an exercise to synchronise supported housing bids for the next CSR period, 2011/12 to 2013/14</p> <p>Partnership working is central to the success of the SP programme. The SP commissioning structures and processes were reviewed and realigned to reflect changes in the Health and Social Care sector and were adopted in December 2009. The DSD and Regulation and Quality Improvement Authority (RQIA) are now members of the SP Commissioning Body.</p>

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2	<p>Better planning and commissioning arrangements for older people services by building on Supporting People partnership structures. (continued)</p>	<p>Restructuring of the Supporting People Team is being undertaken to respond to strategic and operational priorities.</p> <p>A WHSSB led Older People sub-group has been established. This will help inform the West Area Supporting People Partnership planning for older people services.</p>	<p>Continued SP involvement & participation in this and any other area based older people planning groups.</p> <p>Exploring new models /funding opportunities for alternatives to residential homes.</p>	<p>The 5 SP Area Teams are in place from April 2009 and feedback from providers has been positive.</p> <p>The SP Modernising Services Project programme is progressing well with the new ICT system, the new Contract Management approach introduced across the 5 areas and a revised communications strategy developed.</p> <p>Fold HA are piloting a single capacity contract for their services.</p> <p>Northern Trust 'Older People Forum': NIHE continues to work on new models for replacement of residential homes in keeping with DHSS/PSS Ministerial strategy.</p> <p>From 2009 DCX/Director of Corporate Services represents NIHE on the Interdepartmental Joint Senior Planning group (DSD /NIHE/ DHSSPS) and a new joint bid has been developed for the CSR. Priorities to be subject to the 2011/14 CSR.</p>

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3	Supported by research, better strategic planning for older people.	<p>Inter-sectoral working for better outcomes for older people</p> <p>Updates to the PSI Ageing in an Inclusive Society Action Plan (from 2005).</p>	<p>Participation with the Belfast Healthy Ageing Strategic Partnership (HASP) from 2009</p> <p>NIHE to provide updates as required</p> <p>Work with the regional age organisations</p> <p>Link with the office of the Older People Advocate</p>	<p>NIHE involvement is ongoing with the Belfast Healthy Ageing Strategic Partnership (HASP) steering group, planning group and sub-groups (4 no.):</p> <ul style="list-style-type: none"> • Joined up information and advice group - Chaired by Belfast City Council. • Combating Social isolation group -chaired by Belfast Trust • Home Support services/care and repair group -chaired by NIHE • Community capacity building - chaired by Age Concern Help the Aged NI. <p>April 2010: NIHE links were established with the Older People Project Team in OFMDFM who are leading the review of the 2005 strategy. Consultation process to commence Autumn 2010 with the revised strategy anticipated in Spring 2011.</p> <p>March 2010- official launch of 'Age NI' (Age Concern and Help the Aged merged). NIHE continues to engage with the new rebranded organisation.</p> <p>December 2010: NIHE forwarded a submission to OFMDFM in response to consultation for an Older Peoples Commissioner for NI. In December NIHE officers also met with Dame Joan Harbinson to establish links with the Older Peoples Advocate for NI who will continue in post until the Older People Commissioner is appointed in 2011-12, subject to legislation.</p>

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3	Better strategic Planning for older people (continued)	<p>Roll-out of the Older People Research Programme with input from the Older Peoples Research Advisory Group (NIHE, Belfast HSCT, NIFHA, ERoSH, CARDI, Age NI).</p> <p>Roll-out of the Older People Research Programme. (continued)</p>	<p>Commission research projects</p> <p>Progress the remaining projects:</p>	<p>The research programme continues to be rolled out with input from the Older People Research Advisory Group and Professor Chris Paris. Summaries of recently completed Older People research projects to be published by Summer 2010 and full reports to be posted on the NIHE website-</p> <ul style="list-style-type: none"> ➤ Assistive Technology: Research nearing completion (See Rec. 4 for more details) ➤ Home Improvement Agencies / care and repair services: Final Draft report expected June 2010 (See also Rec. 6) ➤ Analysis of demographics, waiting list, HCS- trends, projections, housing and support needs: April 2010: An abstract was presented to the Housing Studies Association Annual Conference at the University of York by NIHE Head of Research. Draft research report due May 2010 ➤ New models of accommodation for older people. The final draft report on the Barnhalt Cottages, Carrickfergus study has been discussed with NHSCT and FOLD housing association. Joint launch to be agreed. ➤ Assessment of the feasibility of a not for profit equity release scheme: The Equity release scoping study is complete and due to be published May 2010. <p>The remaining research items have been prioritised and research to be procured in 2010/11 include-</p> <ul style="list-style-type: none"> • Sheltered housing • Housing for people with dementia • Supporting People baseline research • Homelessness (to include older homeless issues)

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3	Better strategic Planning for older people (cont).		<p>Social Housing Development Programme</p> <p>CECODAS call for submissions on ageing initiatives</p>	<ul style="list-style-type: none"> Supporting People and evaluation of effects/benefits of floating support schemes in comparison to accommodation based schemes. <p>Area Planners when carrying out their annual review of social housing take account of the need for housing for older people and their specific requirements, which may include housing with care. Currently within the draft Social Housing Development Programme for 20010-11 to 2012-13 there are a number of schemes for elderly who require housing and support.</p> <p>October 2009-NIHE forwarded a comprehensive submission around Supporting People and the Older People Research programme. The information will be retained for further work and for the database on the new CECODAS website.</p>
4	Research on Electronic Assistive Technology (EAT) to inform partnership working on EAT application for older people.	<p>NIHE research on Electronic Assistive Technology</p> <p>Supporting People is working with the four Health Boards on mainstreaming of Electronic Assistive</p>	<p>Research findings and way forward to be considered.</p> <p>Together with Health Boards/Trusts the development of a regional contract to</p>	<p>The final draft report was circulated to the NIHE's Older People Research Advisory Group in January 2010. The consultant is adding final details and report is due to be published Summer 2010.</p> <p>The proposed incorporation of an EAT web page within NIHE's website, is under consideration.</p> <p>Under RPA the four Health Boards have been replaced with the new Regional Health Board. Revised commissioning arrangements are currently bedding down and the NIHE will engage with the new structures regarding the future use of EAT.</p>

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4	Research on Electronic Assistive Technology (EAT) to inform partnership working on EAT application for older people. (cont)	Technology (EAT) and a joint way forward with matching funding to purchase regional Assistive Technology provision.	be considered.	In 2009 the Minister DHSSPSNI launched the European Connected Health and Care Centre and related strategy. NIHE developed and submitted comments regarding the report on housing related issues. Unfortunately as with many programmes, there are uncertainties regarding future funding in NI.
5	Publish good practice.	Examples of Older People services included in Supporting People Good Practice Booklet (2005)	Information on older people housing related schemes collated and published.	Feb 2010 – Supporting People hosted a meeting with providers to launch the good practice initiative. Categories identified include priority areas for the English CLG led Ministerial Working Group on Sheltered Housing- complaints, user engagement, service models. Already a number of providers have responded to the call for submissions. It is hoped to publish this by March 2011.
6	Build in Lifetime Homes standard into existing stock and upgrade to 2 bedroom where appropriate.			An objective in the DCLG led Lifetime Homes Lifetime Neighbourhoods (2008) - the English Strategy for Housing in an Ageing Society, was for housing to meet the demographic, lifestyle and aspirations of the future. Commissioned by DCLG and DH, the 'Housing our Ageing Population: Panel for Innovation' (HAPPI) visited specialised housing across Europe. The HAPPI (2010) report makes recommendations to advance good practice and promote new ideas. It makes the case for better space standards for older

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6	<p>Build in Lifetime Homes standard into existing stock and upgrade to 2 bedroom where appropriate. (cont)</p>	<p>The Housing Executive has adopted the Lifetime Homes standard for</p> <ul style="list-style-type: none"> - All newbuild by housing associations - for PS grants - improvement schemes where it is standard policy to assess the feasibility of making the changes to stock with a view to building in lifetime use improvement works. 	<p>Continued implementation of the Lifetime Homes standard for all programmes of work.</p>	<p>people housing to include more storage space including the need for at least one spare room as a minimum.</p> <p>The Bamford Report 'Living Fuller Lives' (June 2007) recommends the need for 2 bed accommodation for older people - Recommendation 25: '<i>DSD should prioritise the provision of 2 bed bungalows for one person in order to encourage a carer and/or family to live with the individual on a permanent or regular basis (including overnight and weekend stays)</i>'.</p> <p>Subject to finance being available for existing programmes and where feasible in all areas of work, there is continued implementation of the Lifetime Homes Standard.</p> <p>In March 2010 a business case was made through the Housing Council to the DSD Minister to have Lifetime Homes Standard incorporated into Building Regulations.</p>

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6	Build in Lifetime Homes standard into existing stock and upgrade to 2 bedroom where appropriate. (cont)	<p>Where achievable within NIHE stock, there has been conversion of GF bungs from 1 to 2bed.</p> <p>To achieve the Decent Homes Standard</p>	<p>Where feasible, continued roll-out of bedroom upgrades within MEI programmes.</p> <p>Energy efficiency measures</p>	<p>Continued upgrade of 1 bed accommodation to 2 bedroom is achieved where feasible in multi-element schemes. Rollout of programme is subject to DSD scrutiny on NIHE upgrades. However the MEI programme has also been deferred during 2010-11.</p> <p>It is anticipated that the 2009 House Condition Survey will state that the level of fuel poverty has increased to over 40% and possibly nearer 50% in NI (34% in 2006). This will again confirm NI as having the highest incidence of fuel poverty in the UK. {as per UK Fuel Poverty Monitor (NEA) Feb. 2010}.</p> <p>Energy efficiency upgrades in NIHE stock continues through loft insulation/window replacements, heating installations - subject to finance.</p> <p>In addition a range of initiatives are under consideration including an energy brokering scheme and a bid to the European Regional Development Fund for conversion of solid fuel systems- which if successful will deliver real energy efficiency benefits to NIHE tenants.</p> <p>Energy advice and energy efficiency measures are provided to vulnerable people in the private sector and NIHE properties through Warm Homes and Heatsmart- older people are the largest recipient group of these services.</p>

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7	Look at establishing a Care and Repair service in Northern Ireland.	<p>NIHE research on Home Improvement Agencies and Care & Repair services.</p> <p>NIHE funds two Home Improvement Agencies (HIAs) Shelter/Gable (North West area) & Fold's Staying Put</p> <p>Supporting People (SP) piloting an older people floating support scheme which includes some care and repair elements.</p>	<p>Research commissioned</p> <p>Joint review of HIAs' by Grants Department and Strategic P'ships.</p> <p>Evaluate models of housing support.</p> <p>From 2009 NIHE to lead the Belfast Healthy Ageing Strategic Partnership (HASP) sub-group on home support services.</p>	<p>Draft report expected Summer 2010.</p> <p>May 2010- Evaluation of the FOLD/Shelter (Gable) Grant Agency Services to be initiated. Review to be completed by March 2011.</p> <p>Rollout of SP Floating Support schemes which have some Care and Repair elements will be subject to consideration of potential efficiency savings in the Supporting People Budget 2010/11 and also social economy/ market developments on this issue.</p> <p>Nov 2009- May 2010: The HASP home support services sub-group actions include consideration of a recommended tradesman list and exploration of existing services with a handyman dimension. The findings from the NIHE research on Care and Repair services will also inform the way forward for this group.</p> <p>The three Good Morning Belfast schemes provide elements of handyman services and are discussing a more joined up approach to this provision. In March 2010 discussions were initiated with the HASP sub-group and others on this approach.</p>

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8	Better use of adaptations to facilitate independent living.	<p>Issues are being taken forward by the jointly funded DHSSPS/ NIHE Housing Adaptations Liaison Manager through the Inter-departmental Group on Adaptations.</p> <p>A review of the quality of info held on homes with adaptations & advice on how this information could be improved.</p>	<p>Ongoing</p> <p>Strengthening user, including older people user involvement (Disability Action project)</p>	<p>April 2010: The terms of reference and content report for the DSD/DHSSPS initiated Inter-departmental Review of Housing Adaptations (NIHE has lead role) have been agreed. The Inter-agency task groups are now operational.</p> <p>The review report is anticipated in October 2010. Chapter 1 will consider the demographic drivers for adaptations services, including the need to plan for an ageing society.</p> <p>The Joint Housing Adaptations Steering Group will act as a reference group to the review. The inter-agency structure was reviewed in light of RPA and most of the revised infrastructure is now in place.</p> <p>Actions to strengthen user involvement include:</p> <ul style="list-style-type: none"> - Proposals for the establishment of a Disability Forum to be drafted for consideration by July 2010. - Summary reports of the experiences of wheelchair users will inform the Inter-Departmental Review - how to better involve service users in the influencing the choice of more effective fixtures and fittings. <p>The work by NIHE's H&R Department to develop an 'accessible housing register' is ongoing. The aim is to map the accessibility standards of NIHE stock to achieve better utilisation of properties. This is now to be included in the Inter-departmental Review of Adaptations.</p>

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8	Better use of adaptations to facilitate independent living. (continued)	<p>The 2006 Wheelchair User Housing Study (NIHE) is with DSD for consideration.</p> <p>NIHE's GIS mapping analysis of wheelchair users and data exchange on new wheelchair users to better forecast wheelchair standard housing need- pilot complete & successful.</p> <p>Work is ongoing between DHSSPS, Social Services, DSD and NIHE around design services for supported accommodation (Part 3 HA Design Guide).</p>	<p>Subject to DSD approval a blueprint to be developed and costed for the next generation of wheelchair housing, along with agreement on the lead organisation to take forward.</p> <p>Analysis of data to assist strategic planning and improved web based information for wheelchair users and service providers.</p> <p>Assessment of design services for supported accommodation around new care services and programmes.</p>	<p>DSD have now approved improved 2b3p newbuild wheelchair housing design standards. The published guidance is now on the DSD website.</p> <p>The inter-agency protocol for data exchange on the emerging needs of wheelchair users with the NIHE's GIS Unit (including geographic and cross tenure data) to support strategic planning of wheelchair housing is agreed and further refinements are ongoing.</p> <p>Part 3 of the design standards has been subject to the initial review (review of HA Guide Project to form the new Development Guide). Other areas identified for more detailed scrutiny include</p> <ul style="list-style-type: none"> - Supported Housing (review timetabled when the outcomes of the strategic discussions between Departments are finalised) - Adaptations (review scheduled and may take a year to complete).

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8	Better use of adaptations (continued)	<p>The findings from the wheelchair report will feed into this.</p> <p>NIHE are installing 12 individual Pod (modular adaptations) pilots. Pods offer a more rapid response, are less disruption for tenants and are re-locatable.</p>	<p>Evaluation of Pod pilots initiative as new alternatives for people with shorter term need for these facilities including life limiting conditions.</p>	<p>Eleven PODs were installed (7 large and 4 small) and older people with a disability were well represented on the programme. April 2009 initial project evaluation showed the initiative was very successful.</p> <p>The full evaluation is to be carried out in 2010 (and will be incorporated into the Inter-departmental review of adaptations). The user survey aspect of which is nearing completion.</p>
9	Look at equity release products and potential for establishment in NI.	<p>Research on Equity release</p>		<p>The Equity Release scoping study is complete and due to be published May 2010.</p> <p>Due to possible future developments in the NI Equity Release market, the next phase of this research is on hold.</p>

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10	Develop community based support services.	Using the Fold Newtownabbey Warden scheme as a model, Supporting People is looking at linking low level housing support services together with technology to older people in their own homes.	Supporting People, together with N&W Housing Association and Western Health and Social Care Trust are looking at a pilot scheme for older people which would combine housing support, low level care and assistive technology elements, to help them maintain their current independent living arrangements in the community	<p>The development of this Community Support Service has been prioritised through the Supporting People Commissioning process. Agreement has also been reached with the provider, i.e. North and West Housing and SP commissioning partners in Western HSCT regarding combined service design, cost split and arrangements for ongoing evaluation using best practice models.</p> <p>The service aims to demonstrate positive outcomes for older people by improving their capacity to maintain independence in the community and prevent the move to residential care. The service which will initially be located in the city side of L'Derry will be delivered through a hub model and its implementation will have implications for the future delivery of housing support and care services for older people living in the community and the role of sheltered housing in this context.</p> <p>The development of the scheme is still subject to funding approval within Supporting People budgetary constraints.</p>

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11	Carry out an assessment of the future role of sheltered housing.	Discussion with EROSH (Emerging Role of Sheltered Housing) providers around sheltered housing.	Modernisation of the sector in line with the English Ministerial Working Group on Sheltered Housing. Consider any repositioning/ remodelling of sheltered schemes, where appropriate, in partnership with housing associations.	<p>Convened in 2009 the DCLG led Ministerial Working Group on Sheltered Housing worked on projects connected to key issues:</p> <ul style="list-style-type: none"> • Service user involvement and engagement • Elderly Accommodation Council (EAC) Housing for Older People Awards 2010 (Fold HA's Glenowen scheme, Belfast-bronze award winner in category & the only NI scheme shortlisted) • Good Practice report on service models • Information quality mark • Complaints route map <p>Jan 2010- NIHE Assistant Director attended a major conference in England around the future direction of travel for sheltered housing including the work of the CLG Ministerial Working Group.</p> <p>From Nov 09: NIHE engagement with EROSH regarding terms of reference for sheltered housing research in NI. This included consideration of the future direction of travel as per EROSH and the DCLG approach. ToR now developed and NIHE procurement approval for the research project to be sought by May 2010. NIHE is considering the establishment of a sub-group of the Older People Research Advisory Group to oversee the research.</p> <p>Remodelling of sheltered housing was raised at the Housing Futures Group for consideration. Discussions to be held with DPG on how to proceed in May 2010.</p>

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12	Review rental and service charges of sheltered accommodation.	A review of rent setting in the social rented sector, to include sheltered accommodation, is with DSD.	Outcomes will be subject to DSD consideration.	DSD have requested NIHE to reactivate this project.
13 & 14	Research into retirement villages models and to suggest the approach in NI. Consider a potential development in NI.	NIHE research on the Retirement village concept and models completed Spring 2008.		The research completed in 2008 and is on the NIHE website. Engagement is ongoing with a number of Supporting People providers around retirement villages including Homecare's proposal for a Retirement Village at Milford, Armagh; Belfast Central Mission (BCM) in Millisle, Co Down; and others in Belfast and Ballyclare.
15	Develop housing for older people with dementia.	Research on housing models for people with dementia.	Research to be commissioned. The NI Dementia Centre role with this to be discussed. SP funding for people with dementia.	From October 2009- Ongoing engagement with the Dementia Centre NI to discuss potential for application of the Dementia Centre Design Toolkit into dementia schemes and the initial approach to be taken with the Trusts and providers. ToR for the research to be developed. SP continues to fund services for people with dementia across NI both accommodation based and Floating Support services.

