

# Register of specialist older persons and accessible housing project

## Introduction

The Mayor is committed to increasing the supply of homes in London and, within this, to increase the supply of accessible homes, including homes for disabled people, wheelchairs users and older people. There is scope to considerably enhance the information available to people looking for accessible and/or specialist older persons housing which. The current lack of information can result in people in need of an accessible home not being able to find one, and accessible homes being created but not occupied by people who specifically require one.

For example, less than a quarter (23 per cent) of wheelchair user social or affordable rented homes let in London in 2016-17 were allocated to households containing a wheelchair user, and under two thirds of wheelchair users allocated a home during that year moved into a wheelchair accessible property.

This project will help to ensure that older and disabled Londoners are aware of the new homes being developed so that they can make better informed decisions about their housing options. The project will make the following information publicly available for new homes being developed, and from the point of launch historic records in terms of:

- M4(2) Accessible and adaptable dwellings
- M4(3) Wheelchair user dwellings
- Specialist older persons housing developments

Using information from the GLA's London Development Database (LDD), the register will sit on the London.gov website and will enable members of the public to easily access and filter planning data by location and type of housing, or search for it on a map.

This project will be led by the London Plan team, working with and involving Housing and Land Directorate and Digital Team (external affairs) colleagues.

**Customers** of the register- see phase 1 user stories below.

## Phases

The project will span two phases

### Phase 1:

Delivery of:

- a) a database to hold data on accessible housing obtained from the LDD
- b) an API to draw data from LDD to the database a)
- c) searchable map of accessible housing data
- d) search functionality to allow users to find schemes using a range of filters

### Phase 2:

Delivery of:

- e) function to allow people to subscribe for email updates / notifications when a new location is added
- f) ability for developers/ providers to update entry on specific developments by availability or completion date

- g) Amend 1c) and 1d) to allow search or filter by additional information provided in 2f)

### Timescales

Phase 1 delivered by 1<sup>st</sup> November 2018

Phase 2 delivered by 1<sup>st</sup> November 2019

Phase 1		
Phase 1a)	database to hold data on accessible housing obtained from the LDD	Fields required in database- to 'cover' phases 1 and 2: Planning Reference LDD system ID (Permission ID) Scheme Name Site Name/ Number Street Secondary Street Locality Postcode Status Ward UPRN Easting Northing Planning Authority Developer RSL M4(2) Accessible and adaptable dwellings M4(3) Wheelchair user dwellings Tenure Number of units Bedrooms Other Sheltered Residential Affordable Residential Care Home Housing for Older People Hostel Housing for Older People Development photograph or illustration Email address (for phase 2) First Name (for phase 2) Title (for phase 2) Surname (for phase 2) Location (for phase 2) Location radius (for phase 2)
Phase 1b)	an API to draw data from LDD to the database a)	To sit alongside LDD, updated with LDD data daily
Page on London.gov delivering		
Phase 1c)	searchable map of	Shows the locations of data via pins which can be filtered by:

	<b>accessible housing data</b>	<ul style="list-style-type: none"> <li>- “all London” search or</li> <li>- gazetteer search to a specified borough</li> <li>- gazetteer search to a specified postcode</li> <li>- radius search</li> <li>- age restricted dwellings (specialist older persons accommodation)</li> <li>- tenure (for older persons accommodation only)</li> <li>- accessible housing standard whether; M4(2) accessible and adaptable or M4(3) wheelchair user dwellings</li> <li>- photo (initially hidden for phase 1)</li> </ul> <p>Each entry/ pin location will show:</p> <ul style="list-style-type: none"> <li>- planning application reference number</li> <li>- the number of dwellings of each type</li> <li>- the % of dwellings of each type</li> <li>- who to contact for more information (usually the developer)</li> <li>- Link/ button to copy info to clipboard</li> </ul>
<b>Phase 1d)</b>	<b>results presented in table form</b>	<p>Results table showing for each relevant entry:</p> <ul style="list-style-type: none"> <li>- distance from search point</li> <li>- planning application reference number</li> <li>- the number of dwellings of each type</li> <li>- the % of dwellings of each type</li> <li>- who to contact for more information (usually the developer)</li> <li>- link/ button to copy info to clipboard</li> <li>- photo (initially hidden for phase 1)</li> </ul>
<b>Phase 1e)</b>	<b>Print out options</b>	<p>Provide ‘print this table function’ for 1d results page (for people wanting to avoid maps- e.g. if using a ‘reader’)</p> <p>Provide ‘print this page’ function for entire page including 1c) and 1d)</p>
<b>1c) 1d) and 1e) to be contained on 1 webpage. To be mocked up for early consultation with potential users at GLA’s Inclusive Design and Access Panel (14/07/2018).</b>		
<b>Phase 1 additional information to be provided</b> Plain English explanation would be needed on: <ul style="list-style-type: none"> <li>- what specialist older persons housing is</li> <li>- what M4(2) housing is</li> <li>- what M4(3) housing is</li> </ul>		
<b>Phase 2</b>		
<b>Phase 2 f)</b>	<b>delivery of function to allow people to subscribe for email updates / notifications when a new</b>	To deliver a nightly test (“cron job”) to issue notification emails for people who have registered for updates

	<b>location is added</b>	
<b>Phase 2 g)</b>	<b>ability for developers/ providers to update entry on specific developments or units</b>	Create a page on London.gov to allow developers to update: <ul style="list-style-type: none"> <li>- scheme completion date</li> <li>- availability of units by type and size</li> <li>- insert pictures of the scheme</li> <li>- contact information for the scheme where relevant i.e. by provider</li> <li>- update facilities list or type of accommodation on offer (specialist older persons housing)</li> </ul>
<b>Phase 2 h)</b>	<b>Amend 1c) and 1d) to allow search or filter by additional information provided in 2g)</b>	Update filters, pin locations and results pages provided by phase 1) incorporating additional information in 2f)
<b>Phase 2 additional information:</b> Phase 2 subject to user feedback on effectiveness of Phase 1, and assessment of demand or need for phase 2 proposals.		

#### **Additional actions:**

- take proposals to GLA's Inclusive Design and Access Panel (IDaAP) 14/07/2018 for feedback and user involvement perspective.
- work with Marketing and the Mayor's Office to create a free/cheap awareness campaign/ launch
- work with industry, registered providers and housing and land colleagues to ensure awareness and buy in of/ to the product, and to provide input into phase 2

#### **Users:**

- someone looking for accessible housing for self in London
- someone looking for accessible housing for other person; family member, friend or someone they represent in London
- someone looking for specialist older persons housing in London
- someone looking for specialist older persons housing for other person; family member, friend or someone they represent in London
- (phase 2) GLA staff
- (phase 2) developers of schemes including accessible housing and/or specialist older persons housing
- (phase 2) registered providers, providers of specialist older persons housing, or those involved in managing housing schemes
- borough planning departments

<b>PHASE 1</b>
User stories for: <ol style="list-style-type: none"> <li>someone looking for accessible housing for self in London</li> <li>someone looking for accessible housing for other person; family member, friend or someone they represent in London</li> </ol>

iii. someone looking for specialist older persons housing in London iv. someone looking for specialist older persons housing for other person; family member, friend or someone they represent in London	
They want...	So that...
London.gov to have a web page that shows a map with information on accessible housing units and specialist older persons housing units	They can find places/ developments which suit their requirements which they may want to live in now or in the future
To be able to zoom in and out of the map and have the pins group/ ungroup accordingly	They can see which areas of London have the most accessible or/and specialist older persons housing units at development level
To be able to click on individual pins on the map to find out more information	They can see the details relating to a particular development
The details on the map-pin view to include the number/ percentage of each type of accessible housing unit in the development	Users can see how many units could potentially be available
The details on the map-pin view to include information as to whether the development includes/ is made up of specialist older persons housing	Users can see if the development meets their needs if they are looking for specialist older persons housing
The details on the map-pin view to include information as to what the tenure is of the specialist older persons housing	Users can see if the specialist older persons housing is made up of/ contains (by no. of units) private sale housing, shared ownership, affordable or private rental.
The details on the map-pin view to include who to contact for further information	Users can contact them to get additional information needed i.e. unit availability and completion date
The details on the map-pin view to include an ability to easily copy to computer clipboard	Users can easily paste it into own list of places of interest/ to investigate further
To be able to filter which pins are shown on the map-pin by M4(2) or M4(3) and/or specialist older persons housing	Users can limit the view to only information relevant to them/ which they are searching for
London.gov to have a web page that shows a list of information on accessible housing units and specialist older persons housing units	They can find developments which suit their requirements which they may want to live in now or in the future
To be able to filter results list by M4(2) or M4(3) and/or specialist older persons housing units	Users can limit the view to only information relevant to them/ which they are searching for
The results list to include the number/ percentage of each type of accessible housing unit in the development	Users can see how many units could potentially be available
The result list to include information as to whether the development includes/ is made up of specialist older persons housing	Users can see if the development meets their needs if they are looking for specialist older persons housing

The results list to include information as to what the tenure is of the specialist older persons housing	Users can see if the specialist older persons housing is made up of/ contains (by no. of units) private sale housing, shared ownership, affordable or private rental.
<b>PHASE 2</b>	
User stories for: <ul style="list-style-type: none"> <li>i. someone looking for accessible housing for self in London</li> <li>ii. someone looking for accessible housing for other person; family member, friend or someone they represent in London</li> <li>iii. someone looking for specialist older persons housing in London</li> <li>iv. someone looking for specialist older persons housing for other person; family member, friend or someone they represent in London</li> </ul>	
To be able to sign up for an email notification every time a new development is added to the site anywhere in London which features housing to the relevant accessible housing standard	Users can be informed of locations/ developments which may be of interest to them and which they may wish to contact the developer about
To be able to sign up for an email notification every time a new development is added to the site anywhere in London which features specialist older persons housing	Users can be informed of locations/ developments which may be of interest to them and which they may wish to contact the developer about
To be able to sign up for an email notification every time a new development is added to the site anywhere in London which features housing to the relevant accessible housing standard in an area of London defined by a postcode and radius or by borough	Users can be informed of locations/ developments which may be of interest to them within their chosen area which they may wish to contact the developer about
To be able to sign up for an email notification every time a new development is added to the site anywhere in London which features specialist older persons housing in an area of London defined by a postcode and radius or by borough	Users can be informed of locations/ developments which may be of interest to them within their chosen area which they may wish to contact the developer about
To be able to easily unsubscribe from email notifications by clicking on a link in any email	Users know their data will be removed in compliance with GDPR
User story for: <ul style="list-style-type: none"> <li>v. GLA staff</li> </ul>	
To illustrate in map form the implementation of London Plan policy requirements for accessible housing	Policy monitoring
To illustrate in map form the implementation of London Plan indicative borough benchmarks for specialist older persons housing	Policy monitoring

To be able to defend London Plan policy requirements for accessible housing- publicly and at London Plan examination in public if needed	Demonstrate the GLA taking steps to ensure that people who require accessible housing will find it easier to find it
To be able to defend London Plan specialist older persons housing policy stance and indicative borough benchmarks for specialist older persons housing publicly and at London Plan examination in public if needed	Demonstrate the GLA taking steps to ensure that people looking for specialist older persons housing will find it easier to find it
To be able to gain additional information provided by developers by vi) developers of schemes including accessible housing and/or specialist older persons housing and vii) registered providers, providers of specialist older persons housing, or those involved in managing housing schemes i.e. completion and availability of units	acquire data not currently provided by LDD to provide a more comprehensive picture of the delivery of schemes
To provide staff with an easily accessible data source for developments incorporating specialist older persons housing schemes by area	Planning staff can assess whether additional specialist older persons housing would be suitable in a particular location taking into account the need to create mixed and balanced communities
The page on London.gov to show how many people have signed up for notifications	See how many people are finding the page useful
The page on London.gov to set up for Google analytics	See how many people are accessing the page and what it is being used for
To demonstrate the GLAs commitment to taking into account and planning for the needs of disabled and older Londoners and its duties and obligations as a public body under the public sector equality duty of the Equality Act 2010.	<p>So that there is a clear and documentable account of the GLA's commitment to:</p> <ul style="list-style-type: none"> <li>• Advancing equality of opportunity between people who share a protected characteristic and those who do not- in this case specifically disabled people and older people.</li> <li>• Removing or minimising disadvantages suffered/ experienced by people due to their protected characteristics- in this case the evidenced difficulties many disabled and older people experience in accessing/ finding suitable accommodation to meet their specific needs.</li> <li>• Taking steps to meet the needs of people from protected groups where</li> </ul>

	these are different from the needs of other people- in this case housing incorporating the specific design features or other features or facilities which are required by many disabled people and older people.
User stories for: vi. (phase 2) developers of schemes including accessible housing and/or specialist older persons housing vii. (phase 2) registered providers, providers of specialist older persons housing, or those involved in managing housing schemes	
To be able to update entry on development responsible for (developing, delivering or managing) so that members of the public can access up to date accurate information	Members of the public can access as much information as possible before making contact- plus can access up to date contact information
To be able to update entry on development responsible for (developing, delivering or managing) including: -availability of units by type (M4(2), M4(3), specialist older persons -photos of development	For marketing purposes- to help ensure that units are more likely to be accessed by/ taken up by the people they are specifically designed to accommodate- especially wheelchair user dwellings
User stories for: viii. borough planning departments	
To have a mechanism to quote in planning consents with regards to wheelchair users having preferential access to wheelchair user dwellings i.e. many boroughs place consents	When placing planning conditions on applications which require x months marketing of wheelchair user dwellings before they can be sold to non-wheelchair users, there is method which can be used/ quoted for this marketing.