

CHS GROUP
housing, care, and community services in Cambridgeshire

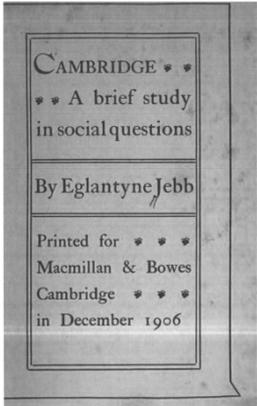
LinkAges Intergenerational Housing Project



CHS GROUP
housing, care, and community services in Cambridgeshire

CHS GROUP
housing, care, and community services in Cambridgeshire

CHS formation 1927



Alex Wood **Dorothy Stevenson** **John Conder**

'Homes fit to live in, within the reach of the lowest wage earner'

CHS GROUP
housing, care, and community services in Cambridgeshire

Values

Respect	We see people as people and treat everyone with fairness, respect and dignity
Approach	We put as much emphasis on the way we do things , as on what we do
Partnership	We work hard to develop open communication and equal relationships with our customers, staff and partners which value their contributions and enable us to work together effectively
Openness	We are open, positive and flexible towards both new ideas and problems and we encourage innovations and creativity that improves the outcomes from our services
Deliver	We do what we say we will do and hold ourselves accountable for our actions

CHS GROUP
housing, care, and community services in Cambridgeshire

Ellis House, Cambridge



- Built in 1987, 29 flats
- Demand for sheltered housing reduced
- Strategic review of sheltered housing considered various options



What is the Cambridge Hub?

- Cambridge Hub is a student-led group offering practical volunteering, skilled placements, project incubation and events. We support students to learn about issues, connect with each other and tackle social problems.
- We aim to inspire a generation of active social citizens.



Why LinkAges Intergenerational Housing Project with CHS?

- In Cambridge for 10 years
- Part of national network, with other intergenerational projects
- Combination of city-based factors
- Staff interest

CHS GROUP
housing, care, and community services in Cambridgeshire

Briefing for Ellis House residents

- The CHS Board is very interested in schemes that have been very successful elsewhere where older residents have benefited considerably from living alongside young people, such as post graduate students in their twenties. In these “intergenerational housing projects,” students are offered rooms in care homes at reduced rents, in return for volunteering and spending time with elderly residents of the care homes.
- So, as part of their rent, the students volunteer to help the older residents with things like computing, shopping, cleaning, ironing, running social events and clubs – depending on what the residents need or want. As a result, older residents get some extra help and added companionship, with significant reductions in loneliness and improvements in health and well-being. And the students get more affordable accommodation, gain relevant experience to help their careers and studies and understand far better what the older generation have to offer.



CHS GROUP
housing, care, and community services in Cambridgeshire

Successes

Engagement: close engagement with 1/3 of residents, occasional with a further third. Residents find the students friendly and helpful – with many examples of help from students with shopping, iPads, visual impairment. They feel ‘safer’.

Increasing self-directed initiatives: residents starting to set things up themselves with less direct student support

Intercultural dimension: students are all international - eastern European residents.

Impact on students: increased sense of resilience and community, plus improved skillset/employability.

Wider impact: overall resident score from 69% to 80%, between Oct and early Jan. Very provisional, some methodology problems.



CHS GROUP
housing, care, and community services in Cambridgeshire

Challenges

Practicalities
Getting the rental figure right – balancing interests of Regulator (Homes England), CHS, students, existing residents

Hours of support:
Originally 30 hours of support per month, reduced to 15 hours

Recording volunteer time:
Need simple recording of time - hours tracking cannot become commodified, and must be flexible and spontaneous. Equally it's helpful for students to feel that they need to meet a quota, so that activities happen regularly, providing the continuity that older people benefit so much from

1:1 coaching and debrief sessions
Don't underestimate the emotional impact of this work on students



CHS GROUP
housing, care, and community services in Cambridgeshire

What we've learned

Optimal ratio of students to residents: Residents and students agree that 3 - 5 students at Ellis is optimal – roughly 1 student to 6 or 7 residents in the scheme overall, which becomes 1:3 engaged residents after project has settled.

Securing student participation in line with academic year

Volunteering activities and management: joint interviewing of students by CHS & Cambridge Hub paid off in selecting volunteers well-matched to life with existing residents at Ellis House

Evaluation process

Allocate realistic project costs: High speed wi-fi was a potential deal-breaker and crucial element of start-up costs to enable students to meet academic requirements.



CHS GROUP
housing, care, and community services in Cambridgeshire

Next steps

Second year of pilot
CHS' Board just signed off second year of pilot with support from Homes England

Improve evaluation
An improved evaluation process would include a more robust methodology with independent data collection suitable for the client group and accurate control data.
Interested in finding out what matters most to residents/most effective i.e. formal vs informal support, residential vs non-residential volunteering

The logo for Cambridge Hub, featuring a stylized red and grey network icon to the left of the word "hub" in a bold, lowercase, red sans-serif font. The word "cambridge" is written in a smaller, grey font above the "hub".