

Institution: Swansea University		
Unit of Assessment: 20		
Title of case study: Housing & Later Life: improving older people's access to housing-related information and advice through policy and service reforms in France		
Period when the underpinning research was undertaken: 2006 onwards		
Details of staff conducting the underpinning research from the submitting unit:		
Name(s): Dr. Sarah Hillcoat-Nallétamby (S.H-N)	Role(s) (e.g. job title): Lead investigator for UK	Period(s) employed by submitting HEI: 9/8/2006 to present
Period when the claimed impact occurred: 2014 onwards		
Is this case study continued from a case study submitted in 2014? No		
1. Summary of the impact <p>Housing information and services have been reorganised, streamlined and made more accessible across France, as a result of Swansea University research into the UK concept of 'information hubs'. Specifically, the research led to 78 'hubs' being created in France between 2017 and 2019, offering telephone, online and local-level, in-person services for older adults, their families/carers and disabled people of all ages. Research evidence from Swansea about the UK's housing policy, design and service provisions for an ageing population has brought about changes to French policy and legislation, which have improved service accessibility and wellbeing for clients through the development and implementation of these new hubs.</p>		
2. Underpinning research <p>The research was a collaborative project between France and the UK: <i>Living at home in later life: a French-British comparison of adaptations to housing and living environments</i>. It was commissioned by France's Ministry of Research (2006-2009) to compare how each country was tackling the issue of housing and social care needs of a growing older population. The project team, co-led by Dr. James Ogg (France) and Dr. Sarah Hillcoat-Nallétamby (Swansea), produced a co-authored, peer-reviewed research report [R1: 2012] and peer-reviewed academic journal articles. These compared evidence from each national context about existing policy frameworks and initiatives, housing design and service provisions, all of which address housing needs for an ageing population. There was a particular focus on housing adaptations as a mechanism for promoting autonomous and independent living at home.</p> <p>Dr. Hillcoat-Nallétamby undertook primary and secondary data collection and analysis in the UK (literature review; in-person, qualitative interviews and analysis; analysis of policy documents – see peer-reviewed academic publications) which provided a comparative context for France on legislation, policy, service delivery and client feedback about housing adaptation provisions. Swansea also contributed to funder reporting and drafting of the peer-reviewed final report.</p> <p>Overall findings from the comparative analysis showed that the UK had been quicker to recognise the housing implications of population ageing and to formulate policies [R2: 2010a]; to develop housing design principles [R3: 2010b]; and create services facilitating independent living for older people so that they can remain at home. In contrast, France's policy and service provisions still reflected a view of older people as dependent and disabled [R4: 2013], and compared to the UK [R5: 2014], were slow to recognise housing as a means of facilitating independent living.</p> <p>Specific findings from the comparative analysis revealed the importance that the UK's devolved Welsh and English governments have placed on strategic initiatives which:</p>		

- (i) provide older people with comprehensive information and advice so they can make informed choices about their housing options (e.g. moving home, adapting a home, relocating to communal housing) [R1, p. 37];
- (ii) facilitate access to this information and advice through a centralised, national-level information hub available through internet and/or telephone platforms [R1, p. 38] which can then direct users to more local-level, devolved satellite services.

3. References to the research

This research has made important contributions to the discipline internationally and contributes important knowledge to the field likely to have a lasting influence. Whilst all papers have been peer reviewed. Evidence of quality: References [R2, R3 and R5] are peer-reviewed journal articles and [R4] is a peer-reviewed book chapter.

[R1] Ogg, J., Renaut, S., Hillcoat-Nallétamby, S., & Bonvalet, C. (Avril, 2012). Vivre chez soi. Comparaison franco-britannique des adaptations de l'habitat et du logement. Les Cahiers de la CNAV, No.5 Retrieved from <http://www.statistiques-recherches.cnnav.fr/images/publications/cahier-cnav/Cahiers-Cnav-05.pdf>

[R2] Hillcoat-Nallétamby, S., Ogg, J., Renaut, S., & Bonvalet, C. (2010a). Housing Needs and Ageing Populations: Comparing Strategic Policy Discourses in France and England. *Social Policy & Administration*, 44(7), 808-826. doi: 10.1111/j.1467-9515.2010.00745.x.

[R3] Ogg J., Renaut S., Hillcoat-Nallétamby S., Bonvalet C. (2010b), L'articulation des politiques publiques du vieillissement et du logement en France et au Royaume-Uni, *Espace, Populations, Sociétés*, 2010-1, 15-27. <https://doi.org/10.4000/eps.3886>.

[R4] Ogg, J., Renaut, S., Hillcoat-Nallétamby, S., & Bonvalet, C. (2013). Vieillir chez soi : une comparaison franco-britannique des adaptations de l'habitat et du logement. In M. Membrado & A. Rouyer (Eds.), *Habiter et Vieillir : vers des nouvelles demeures* (pp. 225-243). Toulouse: ERES.

[R5] Hillcoat-Nallétamby, S. (2014). The Meaning of Independence for Older People in Different Residential Settings. *The Journals of Gerontology Series B: Psychological Sciences and Social Sciences*, 69(3), 419-430. doi:10.1093/geronb/gbu008.

4. Details of the impact

Our research evidence has been used in France to inform the formulation and implementation of policy through legislative change; leading to changes in public service delivery; and improvements to service accessibility and individual wellbeing from client and service provider perspectives. The pathway to this impact has occurred through three stages.

1. Policy formulation and its legislative implementation:

Our research evidence directly informed French government policy on housing needs and independent living for its ageing population. This was implemented in a Parliamentary Bill and statutory law.

The changes are set out in a report by Luc Broussy, commissioned by France's Minister for Older People and Autonomy – 'L'adaptation de la société au vieillissement de sa population: FRANCE: ANNEE ZERO!' [2013 C1].

Broussy uses our research findings about the development of 'information hubs' (telephone, online and local-level, in-person services) in the UK, designed to provide older people with information and advice about independent living services (e.g., housing adaptations, social security benefits, specialist housing) as evidence for a proposal to establish such hubs across

France. His report includes a national policy objective to this effect, which grants départements (administrative regions, of which there are 95 in France) discretionary powers to set them up in locations called *Maisons départementales de l'autonomie* (MDA). The concept of 'information hub' also reflects the aims of simplifying, streamlining and improving access to two hitherto separate strands of services in France – those for older people and those of all ages who are disabled. In addition, he proposes establishing a new, national-level online portal and telephone service.

Broussy's report provided the basis for a Parliamentary Bill which was adopted in June 2014 [C2] and passed into French law in December 2015 [C3]. The main impact of our research evidence in the Statute is reflected in Title IV: Governance of Autonomy Policy; specifically, Section 3 (Article 82) allows for implementation of the 'information hub' concept by granting all French départements a discretionary power to create MDAs and online internet portals, with effect from January 2017.

Broussy subsequently published an expanded version of the report as a book which again cites our research (S4, p. 15 and footnote 7). This publication has subsequently provided a benchmark for community organisations wishing to develop guidelines about how to address local housing needs for their older populations [C5].

2. Change to public service delivery - service restructuring to create "information hubs":

Between January 2017 and December 2019, 21% of all French départements had created a central 'information hub' (MDAs), some with additional local-level, decentralised satellite hubs known as PAT ('Pôles d'autonomies territoriaux' or 'antennes') [C6]. As recommended by Broussy, these new provisions effectively merge two strands of services for older people and those of all ages who are disabled, and provide a simplified and accessible system of information, advice and needs assessments. By December 2019 across France there were 20 MDAs and 58 satellite hubs.

An example is the Département des Yvelines with an MDA and 8 PATs, with information for the public about these services provided through online portals [C6]. Their 2019 report shows that the MDA and PATs together responded to 208,000 email, phone or in-person queries [C6].

In anticipation of the legislative changes proposed by Broussy, another change to public service delivery has been the creation of a national online portal in June 2015, providing information about housing and social care related services [C7].

3. Improvements to service accessibility and individual wellbeing from client and service provider perspectives:

The national, online portal has had significant impact on service accessibility, with an average 250,000 visits per month. A survey completed mid-2017 of 1,000 visitors showed the vast majority (89%) were very or fairly satisfied with the service and its impact in facilitating access to information. Over three quarters (78%) said it helped them locate what they were looking for [C8].

Swansea University undertook a case study of an MDA and its PATs (semi-structured, personal phone interviews completed summer 2018 in France with 3 clients and 2 in-person interviews with service providers) [C9]. Both sources provide qualitative indications of their benefits to client wellbeing, including reducing stress; in-person service provider support enhancing clients' emotional wellbeing; speeding up access to help; simplifying access to information and support:

- "I was received by a delightful young lady (at the PAT) ... that helps with all the process and helps to bring peace of mind!" (Mme C, PAT-Y, aged 75).
- "I waited 5 minutes (when I arrived) But it all happened very quickly ... the ladies on reception who helped me and the one who dealt with my application ... very pleasant, kind, really, they were very nice and that's heart-warming" (Mme T, PAT-Y, aged 68).
- "You always have the same person to help you (in the MDA) ... before ... there was an older person's service ... and a disabled person's service ... and you had to go to both to get things done, and they often weren't in the same location, or run by the same organisations". (Mme V, MDA-V, aged 47 goes for her mother).

Swansea had also undertaken personal interviews with 3 other service providers in 2017 [S9]. These show the new MDA/PAT services have had a positive impact by bringing otherwise dissipated expertise and knowledge under one service so that a broader range of client needs are addressed. This delivers more timely and targeted support for potentially vulnerable groups who may otherwise risk environmental health or wellbeing issues (e.g., increased risk of falls, hospital admissions, loneliness):

- “There are now more things we can do, for example because our social workers ... are trained in many different things ... and so they can take on things left and right, and they have a very broad experience of what happens on the ground” (Mlle S, telephone and reception support for clients, PAT-Y Oct 2018).

“... the idea behind the PAT is that we have polyvalent/multipurpose professionals, those at reception, those doing evaluations, social workers visiting people at home We’re trying to harmonise processes ...” (Mme D, PAT-Y, Nov 2017).

5. Sources to corroborate the impact

[C1]: Broussy, L. (Jan. 2013). L’adaptation de la société au vieillissement de sa population: FRANCE: ANNEE ZERO ! Rapport à Mme Michèle DELAUNAY, Ministre déléguée aux personnes âgées et à l’Autonomie. Retrieved from Paris: <http://www.ladocumentationfrancaise.fr/var/storage/rapports-publics/134000173.pdf>

[C2]: Bill adopted (June 2014) by France’s Conseil des Ministres 3 juin 2014 et Commission des affaires sociales de l’Assemblée nationale 17 juin 2014. Available at: https://solidarites-sante.gouv.fr/IMG/pdf/DP_Projet_de_loi_Vieillissement.pdf. Accessed 8th October 2020.

[C3]: Loi n° 2015-1776 du 28 décembre 2015 relative à l’adaptation de la société au vieillissement (version in place 21st Feb. 2018 <https://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000031700731&categorieLien=id>) (see Volet 4. La Gouvernance, 1.3).

[C4]: Broussy, L. (2014 (April). Dix mesures pour adapter la société française au vieillissement. Paris: Dunod. Available at: <https://www.dunod.com/sciences-humaines-et-sociales/dix-mesures-pour-adapter-societe-francaise-au-vieillissement>. Accessed 8th October 2020.

[C5]: FuturAge, Pole Charles Foix. (2016). GUIDE CONCERNANT LES ENJEUX DU VIEILLISSEMENT DANS LE VAL DE MARNE. Anticiper, adapter, accompagner. Available at: <https://maillage94.sante-idf.fr/files/live/sites/maillage94/files/PDF/Kiosque/GuideFutur%C3%82ge.pdf> Accessed 8th October 2020.

[C6]: Caisse nationale de solidarité pour l’autonomie - CNSA (Jan. 2020). Atlas des lieux d’accueil des MDPH. Accessed 7th October 2020 at <https://www.cnsa.fr/node/5407>.

Département des Yvelines. Rapport d’activité MDPH78. Published 20th July 2020. Available at <https://www.yvelines.fr/publication/rapport-dactivite-mdph78/>. Accessed 8th October 2020.

Département des Yvelines. Online portal about MDA. Available at <https://www.yvelines.fr/fiche/pole-maison-departementale-de-lautonomie/> Accessed 8th Oct 2020.

Département des Yvelines. Online portal about the 8 PAT. Available at: <https://www.yvelines.fr/solidarite/autonomie/poles-autonomie-territoriaux-services-de-proximite/> Accessed 8th October 2020.

Map of PATs <https://www.yvelines.fr/categorie-annuaire/pat/>

[C7]: Ministère des solidarités et de la santé. CNSA online portal “Portail national d'information pour les personnes âgées et leurs proches »/National information website for older people and family/friends ». Available at www.pour-les-personnes-agees.gouv.fr. Accessed 8th October 2020.

[C8]: Caisse nationale de solidarité pour l'autonomie – CNSA. Résultats de l'enquête d'évaluation du portail-2017 (updated 17th March 2020). Available at: <http://www.pour-les-personnes-agees.gouv.fr/dossiers/resultats-de-lenquete-devaluation-du-portail>. Accessed 8th October 2020.

[C9]: Personal interview details and extracts from transcripts available with dates and brief description of interviews.