

**MINUTES OF THE SCRUTINY REVIEW - ACCESS TO SERVICES FOR OLDER PEOPLE
MONDAY, 25 FEBRUARY 2008**

Councillors

Observer Councillor GuestInattendanceShortList

Apologies Councillor

LC42. APOLOGIES FOR ABSENCE

LC43. URGENT BUSINESS

LC44. DECLARATIONS OF INTEREST

LC45. MINUTES FROM 4TH FEBRUARY

LC46. OLDER PEOPLE'S SERVICE SPEND ANALYSIS

LC47. TEACHING PRIMARY CARE SERVICES SPEND ANALYSIS

LC48. ETHNICITY OF OLDER PEOPLE RECEIVING AN ASSESSMENT AND SERVICE

**LC49. LORNA BRAMBRIDGE - HELP THE AGED VOLUNTEER AND MEMBER OF
OPAAL**

LC50. DISCUSSION OF REVIEW

LC51. NEW ITEMS OF URGENT BUSINESS

Cllr George Meehan

Chair

This page is intentionally left blank

A0/E47 Ethnicity of Older People receiving an assessment

Low	High
●● 0<1	●●● 1<2 2+

Corporate	No
Chief Exec	No

Target 1.0

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Vs 06/07
1.31 Amber	1.42 Amber	1.56 Amber	1.52 Amber	1.51 Amber	1.49 Amber	1.45 Amber	1.53 Amber	1.46 Amber	1.45 Amber			1.45 Amber	↑

Not achieving target but is still in top banding. Performance team feels a target of 1.5 may be more suitable, as top banding is between 1 and 2.

A0/E48 Ethnicity of Older People receiving services following an assessment

Low	High
●● 0<0.9	●●● 0.9<1.1 1.1+

Corporate	No
Chief Exec	No

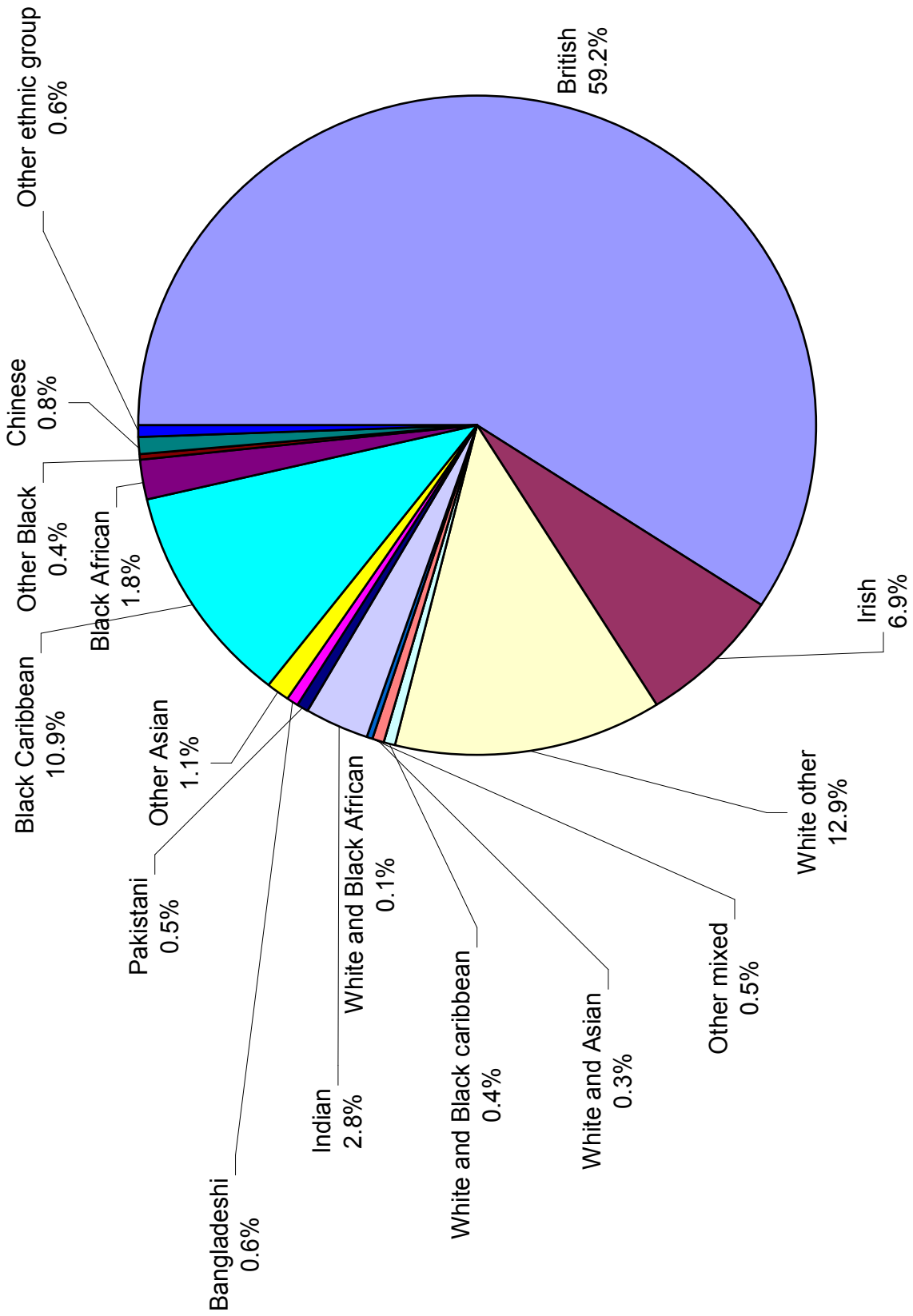
Target 1.0

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Vs 06/07
0.80 Red	0.84 Red	0.94 Amber	0.95 Amber	0.97 Amber	0.99 Green	0.98 Green	0.96 Green	1.01 Green	0.99 Green			0.99 Green	↑

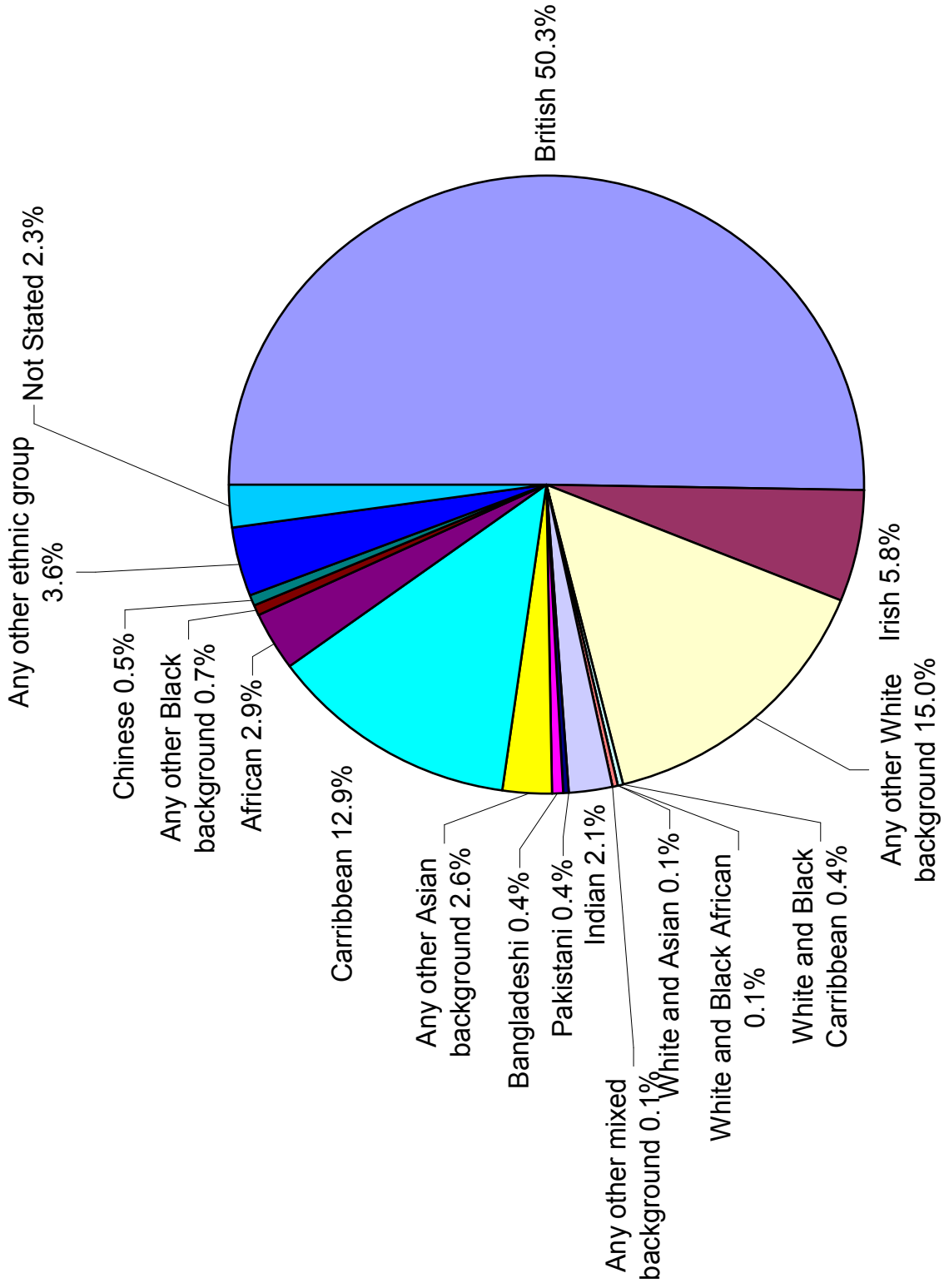
Top banding

This page is intentionally left blank

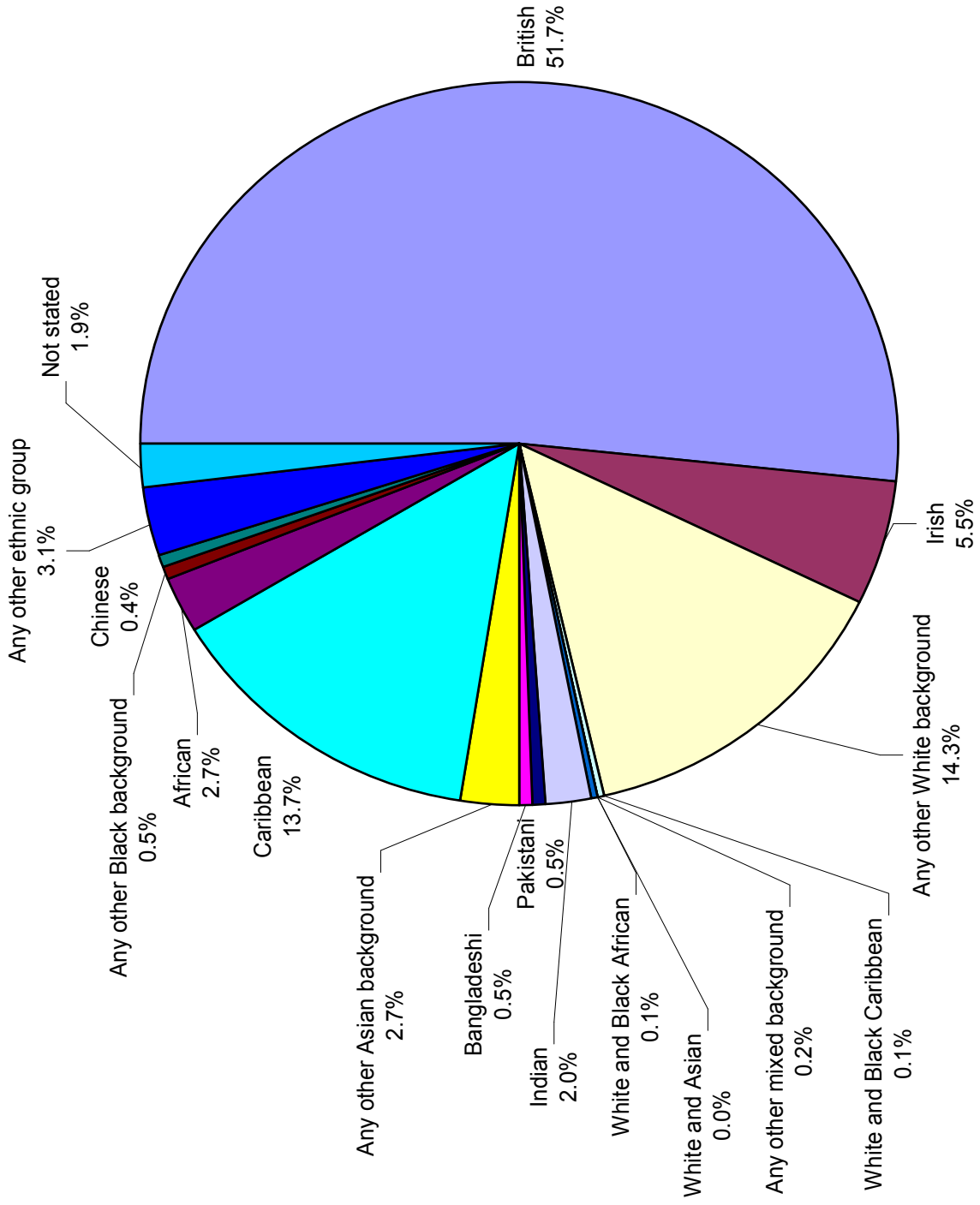
Ethnicity breakdown for people aged 65 and over - 2001 census



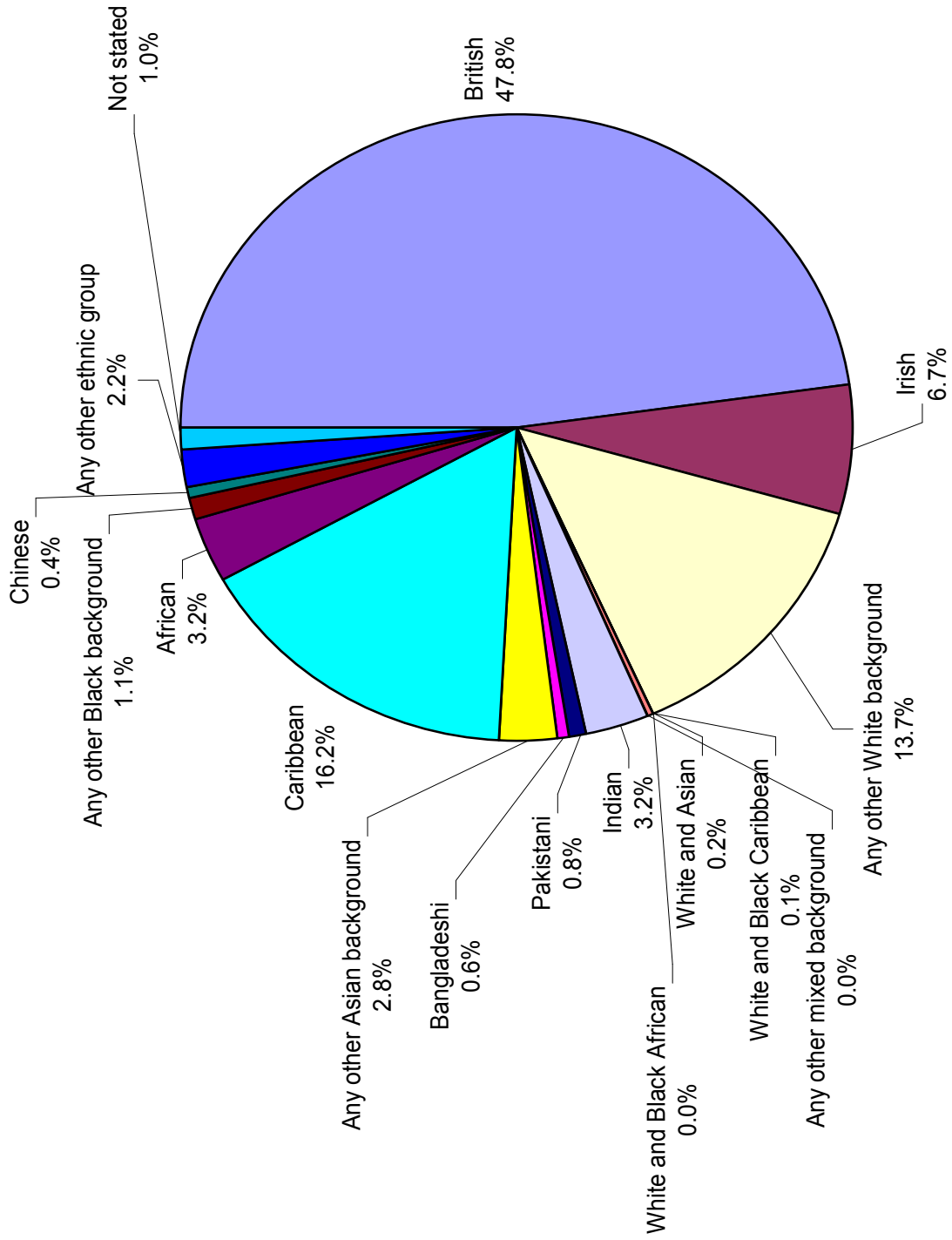
Older People who received an assessment 31/04/06 - 31/03/07 by ethnicity



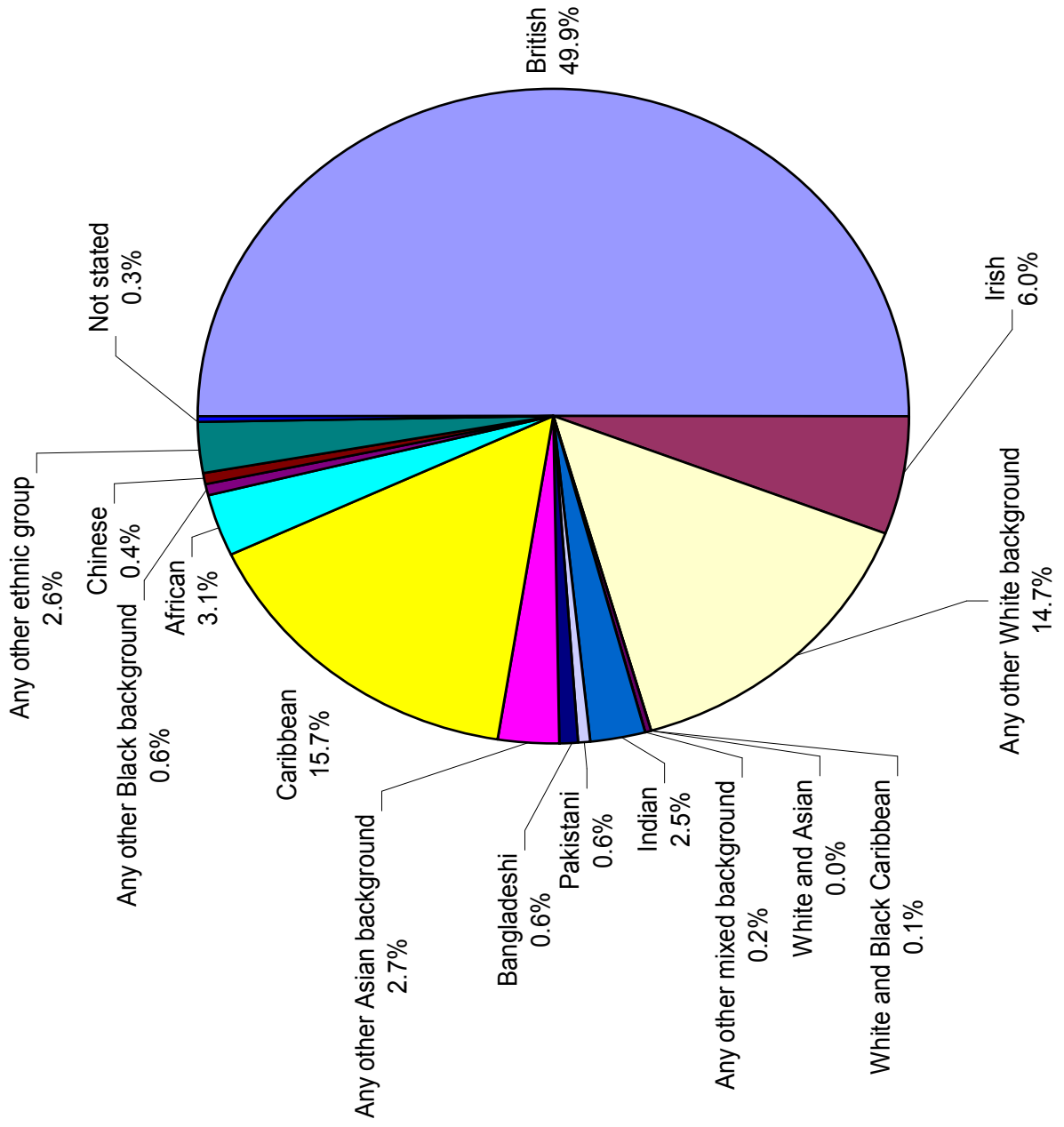
Number of older people receiving a service 1/04/06 - 31/03/07 by ethnicity



Older People who received an assessment 01/04/07-31/01/08



Clients who received a service by ethnicity 1/4/07-31/1/08



This page is intentionally left blank

Table showing percentage collations of older people by ethnicity

	Census	06/07 Assessment	06/07 Service following assessment	01/04/07 - 31/01/08 Assessment	01/04/07-31/01/08 Service following assessment
British	59.2	50.3	51.7	47.8	49.9
Irish	6.9	5.8	5.5	6.7	6
Any other White background	12.9	15	14.3	13.7	14.7
White and Black Caribbean	0.4	0.4	0.1	0.1	0.1
White and Black African	0.1	0.1	0.1	0	0
White and Asian	0.3	0.1	0	0.2	0
Any other mixed background	0.5	0.1	0.2	0	0.2
Indian	2.8	2.1	2	3.2	2.5
Pakistani	0.5	0.4	0.5	0.8	0.6
Bangladeshi	0.6	0.4	0.5	0.6	0.6
Any other Asian background	1.1	2.6	2.7	2.8	2.7
Caribbean	10.9	12.9	13.7	16.2	15.7
African	1.8	2.9	2.7	3.2	3.1
Any other Black background	0.4	0.7	0.5	1.1	0.6
Chinese	0.8	0.5	0.4	0.4	0.4
Any other ethnic group	0.6	3.6	3.1	2.2	2.6
Not stated		2.3	1.9	1	0.3

Census 2001 - those aged 65 years of age and over by ethnicity

White	British	12543
	Irish	1451
	White other	2731
Mixed	White and Black caribbean	95
	White and Black African	28
	White and Asian	74
	Other mixed	110
Asian or As	Indian	601
	Pakistani	108
	Bangladeshi	120
	Other Asian	242
Black or Bl	Black Caribbean	2311
	Black African	386
	Other Black	79
Chinese or	Chinese	177
	Other ethnic group	124

65+ clients who received an assessment during the 1/4/06-31/3/07 broken down by ethnicity and assessment outcome

White	British	758	1071
	Irish	87	
	Any other White background	226	
Mixed	White and Black Carribbean	6	10
	White and Black African	1	
	White and Asian	1	
	Any other mixed background	2	
Asian or Asian British	Indian	32	83
	Pakistani	6	
	Bangladeshi	6	
	Any other Asian background	39	
Black or Black British	Carribbean	195	249
	African	44	
	Any other Black background	10	
Chinese or other ethnic	Chinese	7	61
	Any other ethnic group	54	
Not Stated	Not Stated	34	34

All 65+ clients who received a service during 1/4/06 - 31/3/07 broken down by ethnicity and primary service user group.

White	British	2015	2789
	Irish	215	
	Any other White background	559	
Mixed	White and Black Caribbean	3	15
	White and Black African	3	
	White and Asian	1	
	Any other mixed background	8	
Asian or Asian British	Indian	79	222
	Pakistani	20	
	Bangladeshi	18	
	Any other Asian background	105	
Black or Black British	Caribbean	536	661
	African	104	
	Any other Black background	21	
Chinese or other ethnic	Chinese	16	137
	Any other ethnic group	121	
Not stated	Not stated	76	76

65+ clients who received an assessment during the 1/4/07-31/1/08 broken down by ethnicity and assessment outcome

White	British	465	663
	Irish	65	
	Any other White background	133	
Mixed	White and Black Caribbean	1	3
	White and Black African		
	White and Asian	2	
	Any other mixed background		
Asian or Asian British	Indian	31	72
	Pakistani	8	
	Bangladeshi	6	
	Any other Asian background	27	
Black or Black British	Caribbean	157	199
	African	31	
	Any other Black background	11	
Chinese or other ethnic group	Chinese	4	25
	Any other ethnic group	21	
Not Stated	Not stated	10	10

All 65+ clients who received a service during 1/4/07 - 31/1/08 broken down by ethnicity and primary service user group.

White	British	2318	3278
	Irish	278	
	Any other White background	682	
Mixed	White and Black Caribbean	6	19
	White and Asian	2	
	White and Black African		
	Any other mixed background	11	
Asian or Asian British	Indian	116	298
	Pakistani	26	
	Bangladeshi	29	
	Any other Asian background	127	
Black or Black British	Caribbean	728	901
	African	144	
	Any other Black background	29	
Chinese or other ethnic group	Chinese	19	138
	Any other ethnic group	119	
Not Stated	Not stated	12	12

Summary of Areas already covered as part of the Access to Services for Older People Scrutiny Review

Fair Access to Care Services

Haringey Council operates at Critical/Substantial.

Panel Members attended an Older People Commissioning Panel meeting to gain an understanding of the process involved in approving a care package.

Due to financial constraints the council is not able to provide services in the moderate and low bandings of FACS. For example, leisure and recreational activities.

One of the issues associated with this approach is that those requiring support at a lower level on a more immediate basis who are not eligible are more likely to need more intensive support further down the line.

For the year 2006/2007 67% of referrals to older people services did not meet eligibility criteria to receive a service as a result of their assessment.

2006/2007

Older Persons Referral Outcome	
No of Referrals that did lead on to service	536
No of Referrals that did not lead on to service	360

For those who do not meet eligibility criteria the service looks at the voluntary sector, the Teaching Primary Care Trust (TPCT) and faith groups.

Analysis as to what happens to these people does not happen due to resource pressures. For example, do they get the help they need? Do they re-approach the Council should their situation deteriorate?

There is an acknowledgement from both the Older People's Service and the Teaching Primary Care Trust (TPCT) that jointly they need to improve the management of people with lower levels of need in order to prevent them from moving into the higher level needs areas.¹

The recently published State of Social Care report 2006/2007² raised concerns about the lack of data on what does happen to those people who are within the moderate and low bandings of FACS, who would have in the past qualified for a service.

Research for the report concluded that these people "...were often diverted or signposted to other help such as from local voluntary organisations, but *many found these did not result in any help as they too had waiting lists or could not offer the assistance required. Councils rarely followed up whether people had taken up the alternatives offered.*"³

Service Users do not always understand the rationale behind decisions made, for example why one person is able to attend a day centre three times a week and another only once a week.

¹ Minutes from the October Scrutiny Panel meeting

² The State of Social Care in England 2006-2007, Commission for Social Care Inspection

³ Denise Platt, Chair, Commission for Social Care Inspection, 2007

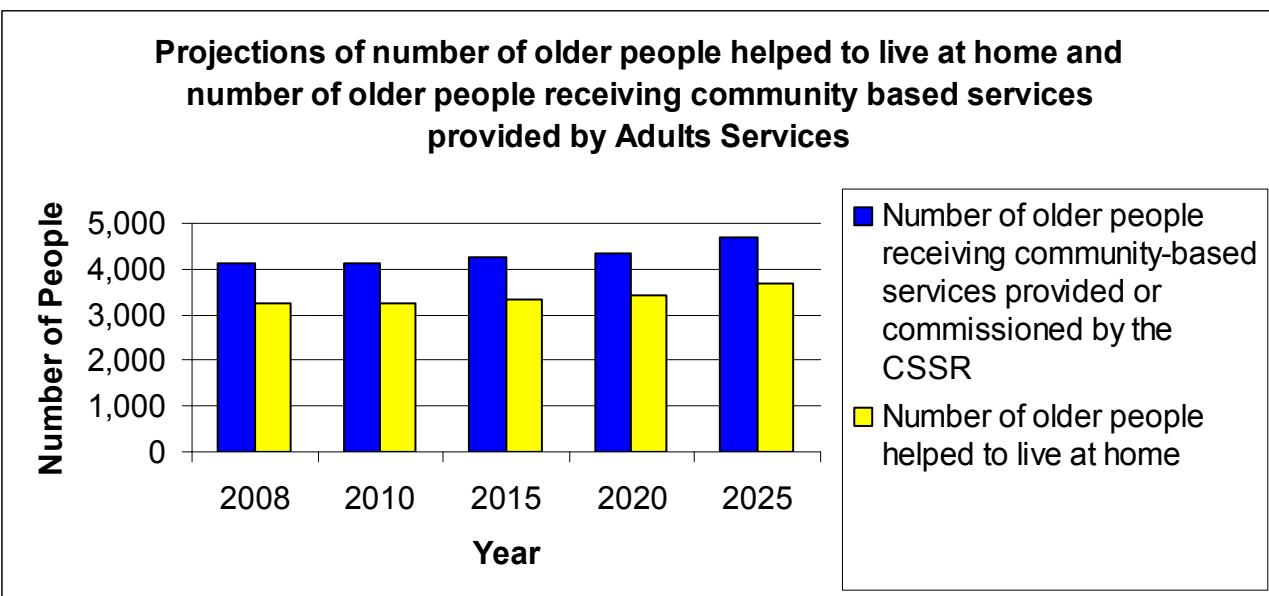
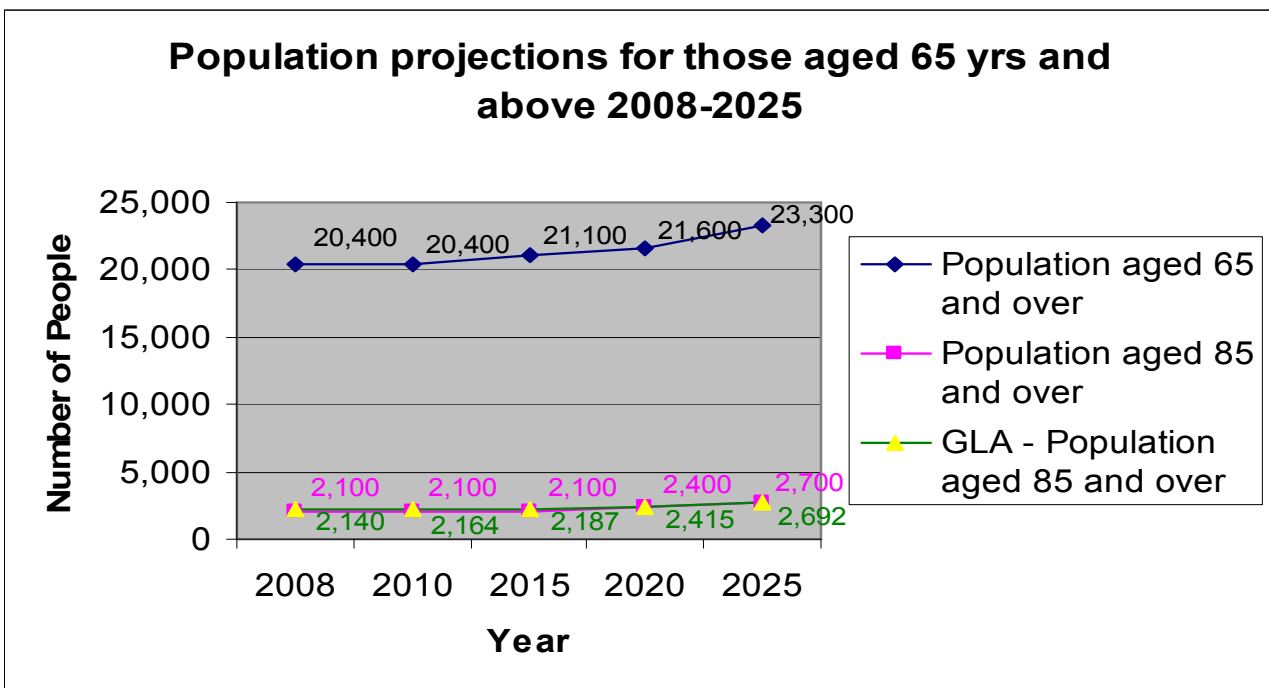
CSCI has been asked to undertake the review of eligibility criteria and, by the autumn, to make recommendations that will be considered as part of the government's wider review of the funding for long-term care.

Demographic and Financial Pressures

Robert Edmonds welcomed the well-being and preventative approaches. However he raised concerns that the 1% increase announced for Social Care in the Comprehensive Spending review is not in keeping with inflation.

There is a need to bear in mind day opportunities, especially culturally specific ones like the Cypriot Centre and the Irish Centre, when considering the funding associated with Local Area Agreements. This is recognised as a challenge.

Greater investment in prevention is needed; the government needs to lead the way on this.



Number of households receiving intensive home care for people aged 65 and over, the number of People aged 65+ projected to have dementia and the number of people aged 65 years of age and over unable to manage at least one domestic task on their own are all projected to increase.

Information Provision

The provision of accessible and appropriate information to enable people to make informed choices is a key aspect of health and social care white paper, Our Health, Our Care, Our Say⁴.

Haringey's Experience Counts strategy⁵ goals include:

- Keeping informed – ensuring that quality information is available to older people and ensuring that the information is *accessible*, up to date and available in various appropriate formats.

The Access Pathways Project⁶ remit includes looking at improving the quality and access to information across the Adult, Culture and Community Services Directorate. This will include the voluntary sector and health.

Discussion as to whether this should include a separate older people's directory is due to take place at the Citizen Focus Streamboard.

Information for Older People on the Haringey Website is currently being updated.

Robert Edmonds, Age Concern, felt that more could be done across the partnership in terms of helping publicise services. For example Haringey Council advertises four drop in centres in the borough, where in reality there are more than fifteen available for people to attend. Why are they not being jointly advertised?

The Haringey Forum for Older People raised concerns about the lack of information available on dentists and podiatry services in the borough, including in appropriate community languages.

Attendees at the Home Care User Forum would not know where to go to find information on Haringey Services. Generally for information they would ask their GP.

Only 2 out of 22 said they would occasionally use the internet.

Best way of getting information to people was felt to be something that goes through their letter box.

Noted that Councillors can be very useful in disseminating information to the community.

Joint Working (Directorate and external agencies)

There is a good partnership working relationship between front line workers. For example, Social Workers, Occupational Therapists and Nurses.

However, the partnership working has not been quite as good on a more formalised basis. For example Joint Appointments. There are currently no joint appointments in Older People Services, however this is something that is being discussed.

There is a desire to work towards a joint commissioning unit for improved service delivery.

⁴ Department of Health, 2006

⁵ A partnership strategy for Older People in Haringey 2005-2010

⁶ Part of the Council's Achieving Excellence Programme

There are currently two pooled budget arrangements between the TPCT and Haringey. One of which is the Prevention Enabling Team which provides a range of services including Physiotherapy, Occupational Therapy and Domiciliary Care.

An area for improvement is the joint working between Community Matrons and the Assessment and Care Management Teams, especially with regards to a more joined up system for identifying people in need of intervention.

An Age Concern DVD was shown illustrating the impact that joined up services can have on an older person's life, especially where triggers are in place to identify people who may be in need of services.

- Belief that Haringey is making progress at a strategic level and that it is about joining up the dots.
- There needs to be greater linkage across the services and across the agencies.

There are examples where better communication between departments and organisations could have benefits for example:

- Mobile library for those who are housebound link up with meals on wheels – information sharing
- Libraries to speak to teams at the TPCT to let them know what services are available within libraries.
- Greater scope for joint working between leisure visiting care homes and library visits there.

The GP referral scheme with Leisure Services is a good example of partnership working. This is funded through the Neighbourhood Renewal fund and is a joint venture with the TPCT.

- Referrals for a 12 week cardiac programme with incentives included to encourage the person to continue using the gym afterwards. Staff are trained from within the NRF money and the aim is to keep these staff at the centres.

Libraries

Visitors **2006/2007**

Age	Percentage of total visits
55 – 64	8.5%
65 – 74	5.1%
75 and over	3.3%
Total over 55	16.9%

Members	
Haringey Older People	2685
Pensioners from Outside Haringey	221
Users of Special Services	
Mobile Service Customers	396
Housebound Customers	277

The Libraries Service received a total of 2.2 million visits in the 2006/7, so potentially 372,000 of these are older people.

Three Pensioners' Clubs operate in the major libraries in the borough (Wood Green, Marcus Garvey and Hornsey).

Mailing list for these events has 108 names, and the three meetings attract a total of 40 attendees on a regular basis.

Drop-ins, coffee mornings and other social interaction settings are being encouraged.

There are significant pockets of libraries usage by Older People throughout the borough. For example, Tottenham, Coombes Croft, Highgate and Muswell Hill.

Noted that libraries are also an access to warmth for older people. This is especially the case in some areas of the west of the borough, for example Highgate, where older people are often equity rich and cash poor.

Not all libraries are currently accessible for older people, for example Highgate does not have accessible toilets.

IT training courses take place in all libraries. IT is an important aspect of many Older People's lives as it can be used for social interaction, staying in contact with family, doing on-line shopping etc. Prevents Older People from being isolated

Information and learning include 'Happy Heart days'. These are sessions which aim to help people keep mobile.

Good relationship with Age Concern, who can book courses for Older People.

There are currently two well-being suites (Marcus Garvey and Wood Green Library). These run sessions such as Massage where residents are also taught massage techniques linked to their well-being.

There is currently no written 'plan' in place to link libraries with the wider well-being agenda.

Home Care User Forum

People would like help to get to a library.

Mobile Library – where do you get information on this? How do you enrol?

Haven Day Centre Visit

Queries raised on how you get access to the Mobile Library.

One attendee

N.b. The mobile library visits the Haven once a week, but not everyone is able to attend

Leisure

2006/2007

Venue	Number of visits for over 65s
Park Road	3735
Tottenham Green	7713
White Hart Lane	165
Total	11,613

Issues in raising the usage of Leisure centres by Older People:

- There is a perception by Older People that Leisure Centres are for younger people.
- Raising awareness and breaking down the barriers. For example, people understanding what they can access.
- Confidence, in that older people can find going to a leisure centre daunting.
- Transport is also an issue for usage of facilities as is the timing of some of the services. For example, Aqua-cise is in the afternoons which are now during hours of darkness

The Active Card is only used by 5% of the over 65yrs of age population across the borough.

There is a perception that parking is not free for those using Tottenham Green, this is not the case. Those over the age of 65yrs also get a free parking notice with their Active Cards.

Not all sessions are conducted within the Leisure Centres. This year the service began to go out to the Community. For example into Care Homes. These include Cranwood, Red House and Broadwater Farm, where one hour sessions take place each week to raise awareness of the benefits of keeping active and also to promote movement.

Home Care User Forum

- People don't live near enough to a park to be able to go. Would however really like to go to one, especially in the summer months.
- 2 out of 22 attendees occasionally use the leisure centres, one for a swimming session on a Monday eve at Park Road, another for an occasional swim.

Transport

Transport is a widely recognised area of concern for older people and is mentioned in a variety of documents. This includes Haringey's Experience Counts Strategy:

- **Getting out and about:** to ensure that older people are able to get out and about, including being able to use public transport

Transport issues also feature in the Our Health, Our Care, Our Say White Paper:

- Almost 20% of attendees at a Citizen summit featured in the report mentioned transport as a top priority⁷.
- "Universal services, such as transport...and leisure services...can play a crucial role in facilitating social contacts and supporting social inclusion."⁸
- "Transport can be a barrier to accessing care. The Social Exclusion Unit estimates that 1.4 million people (nationally) miss, turn down, or simply choose not to seek health care because of transport problems."⁹

Older People's service is currently looking at a Community Transport System where vehicles that are linked to centres, and may be left unused for periods of time are being centrally coordinated and therefore able to provide a more flexible service to more groups.

The Community Transport System will train drivers from groups who wish to hire the vehicles

Transport was raised by the Home Care User Forum as a barrier for not using libraries, leisure facilities and visiting parks.

Voluntary Sector

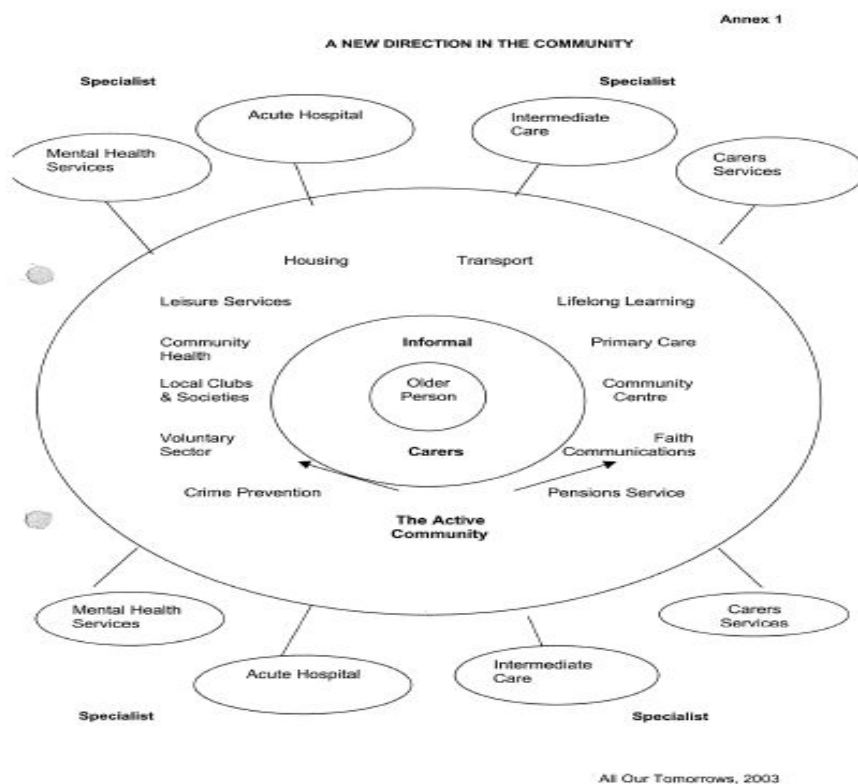
Advantages of the voluntary and community sector organisations include the fact that people are aware of other people's activity. For example, they are likely to notice when someone who regularly attends a day centre does not arrive and are therefore able to raise the alarm.

Annex 1 in 'All Our Tomorrows' policy document. A New Direction in the Community model which places Older People at the centre.

⁷ Page 40, Our Health, Our Care, Our Say.

⁸ Page 47, Our Health, Our Care, Our Say

⁹ Page 159 Our Health, Our Care, Our Say



There are potentially great benefits to be gained by the Befriending Service. 68 people are currently involved in this. Benefits also include:

- A reduction in the risk of isolation
- An increase in a person's confidence

Belief that Haringey needs a number of Older People champions across the services to enable the desired vision to be achieved.

Issue that Older People are still not necessarily being seen as participating citizens.

There needs to be a shift in the way that older people are involved in the commissioning of services.

Older people should be consulted on which services should be commissioned.

Older People need to be asked 'How can I help you to get involved?' This would enable Older People to continue to feel that they have a role in society. They would be contributing to the services that they are receiving.

Important to note that front-line staff are key to the inclusion of Older People. It is these people who can identify when someone would benefit from services.

Foot Care

50% of attendees at the Haringey Forum for Older People Annual Meeting raised basic foot care as an issue. This includes simple tasks such as cutting toe nails.

There are four older people's centres in Haringey which will cut older people's toe nails (noted that this is only available to those people able to physically get to the drop in centres).

This is being funded by the social care budget and not the TPCT. However, foot care is classed as a health need.

There is a link between foot care and well-being e.g. the inability to stay active due to the pain and the resulting health disadvantages. This is also a preventative measure as long toe nails can cause falls.

There are examples of older people waiting until they are in immense pain until seeking treatment due to the cost.

The TPCT acknowledged that there has been a previous restriction in foot care services due to financial pressures.

[McTeare Alex] There have been significant improvements in waiting times and access over the last year, as a result of service redesign. *Foot care is being prioritised in the current (2008/2009) commissioning round for investment.*

- The area is currently being researched by the TPCT including looking at the evidence base and current Department of Health best practice in the area to ensure that the new service model reflects this.
- The TPCT will meet with the voluntary once they have the necessary background information and are at the appropriate stage in the commissioning round.

The availability of information on foot care services across the borough was raised as an issue by the Haringey Forum for Older People as well as at the Home Care User Forum.

Age Concern has been running a campaign called 'Feet for Purpose' since August 2007 and is actively seeking improved foot care services in Haringey.

Dentistry

Access to dentists was raised as an issue both by the Home Care User Forum and also the Haringey Forum for Older People.

Queries raised included:

- What is the access for those who are housebound and those in wheelchairs?
- Where do we find information?
- Where do we find information on an NHS dentist?

Haringey's older people find dental treatment very expensive especially with the rises in costs of living and other services needed. For example, nail cutting and optical charges. It is felt that the result is that older people's quality of life is being affected.

Points raised at the Home Care User Forum

Nail cutting

- General unawareness of what is available and how to access foot care services.
- What is the criteria for getting your nails cut for free?
- Appointments are not necessarily as often as is needed.
- Where can you go to get your nails cut in between appointments?

Home Care

- Consensus that the Carers across the board are very good.
- Feeling that Carers are rushed.

- Sometimes the home carer is the only person that they see all day, it would be nice to not feel rushed, have a chat, have a game of chess etc.

External agencies

In house staff have flu jabs – why not external carers?

Risk to vulnerable older people

Care provided can be very erratic, especially at weekends

Feeling that care fitted around time sheets as opposed to around a service user.

Examples of people not receiving any care all day and being unable to communicate themselves.

People were complaining to the agency rather than to the Council. Lack of awareness that they should be contacting the council.

Physiotherapy

As service user who had a stroke had Physio twice, both times it has been time limited rather than outcome based.

Dentistry

Access issues raised.

Leisure and Libraries/ Transport

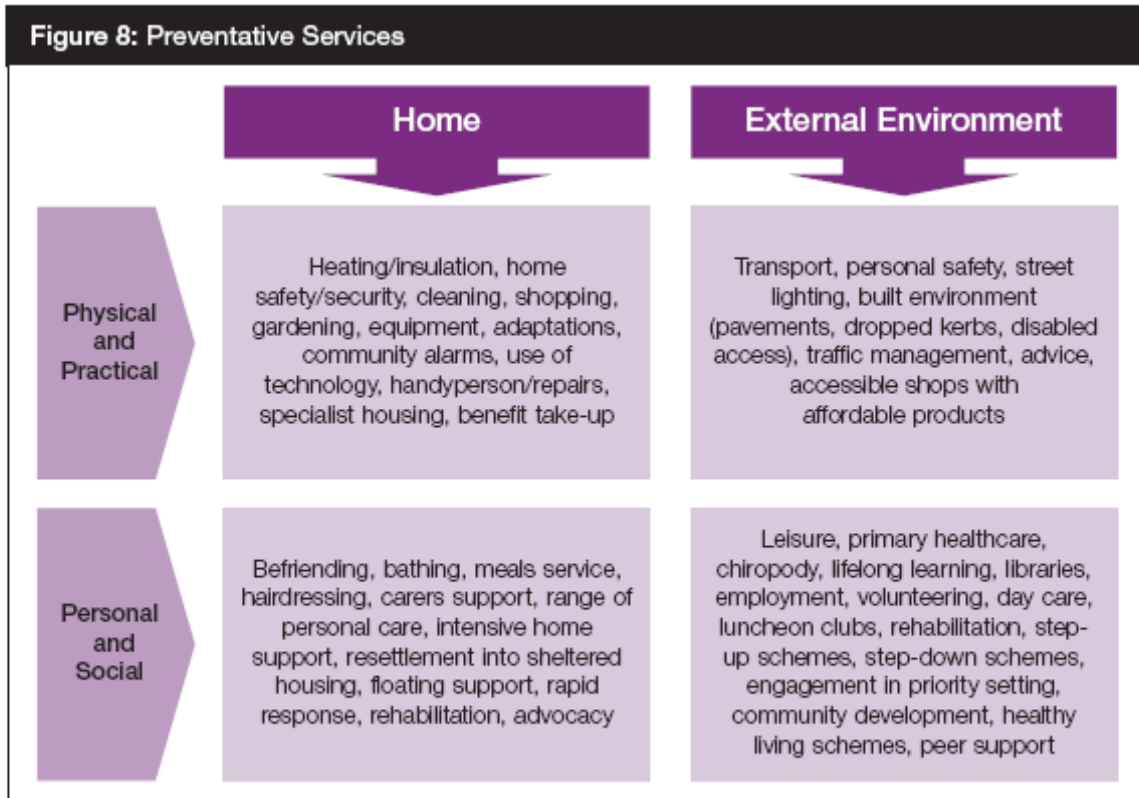
People would like help to get to a library and to parks.

Public transport

- Push chairs take precedence over wheelchairs.
- Pole by bay bends which makes it very hard to manoeuvre into, have to ask people to move etc.
- Impossible to get anywhere near a bus during school run time.
- Examples of drivers simply driving past people in wheelchairs.

Abyssinia Court

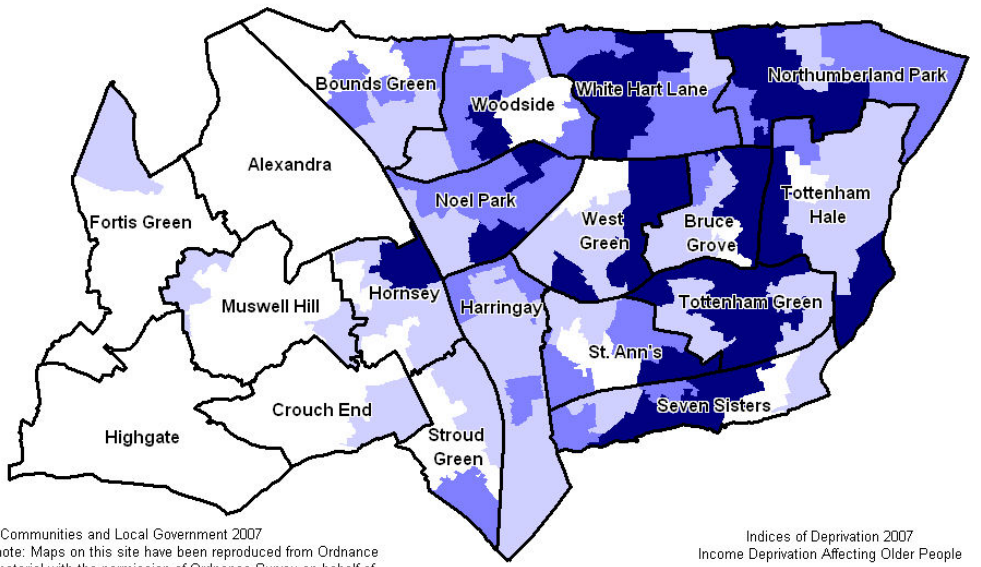
- Parking for the bus and for cars dropping people off at the drop in centre is really difficult. Often they have to park a distance away which makes it really difficult to get to the centre as many people have mobility problems and are often in wheelchairs.



Source: diagram adapted from Joseph Rowntree Foundation (2003). From Welfare to Well-being – planning for an ageing society.

A Sure Start to Later Life, Ending Inequalities for Older People, Office of the Deputy Prime Minister, January 2006

Indices of Deprivation 2007
Income Deprivation Affecting Older People Index
Haringey SOAs



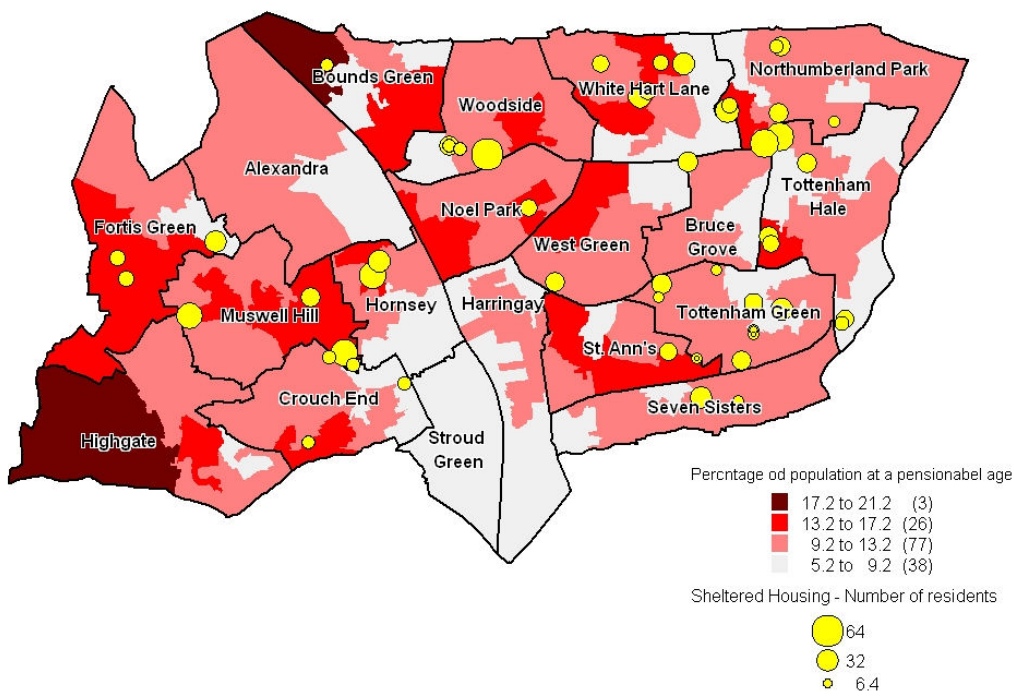
Source: Communities and Local Government 2007
 Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
 London Borough of Haringey 100019199 2008

Indices of Deprivation 2007
 Income Deprivation Affecting Older People

- Amongst 5% most deprived SOAs in England
- 5-10% most deprived
- 10-20% most deprived
- 20%+ most deprived

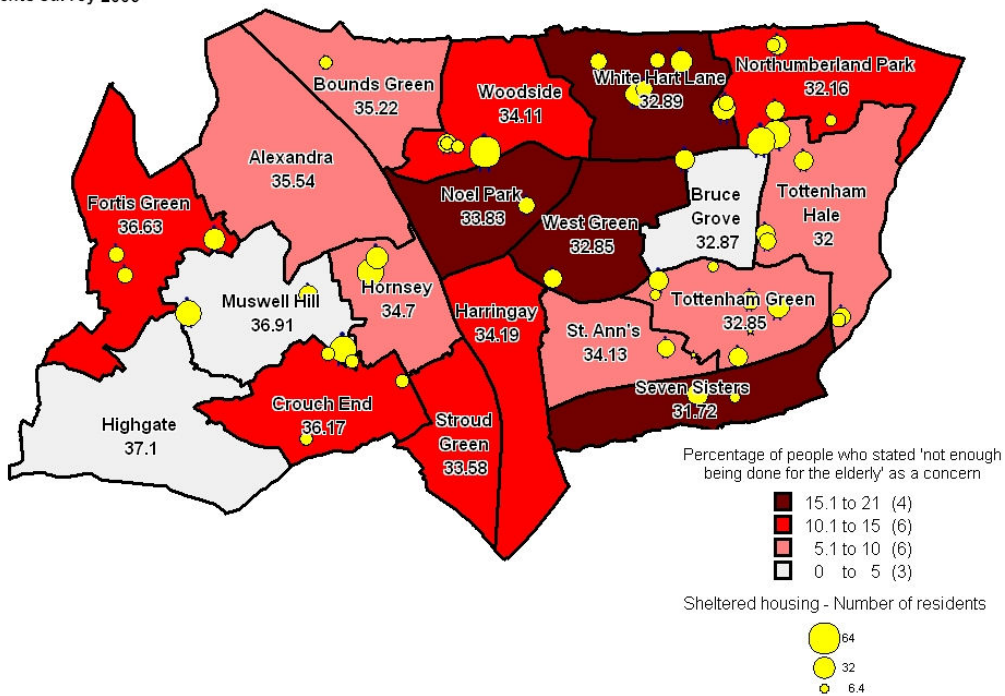
This page is intentionally left blank

Percentage of residents of a pensionable age - 2004 Mid Year Estimates
 Haringey Council Sheltered Accommodation



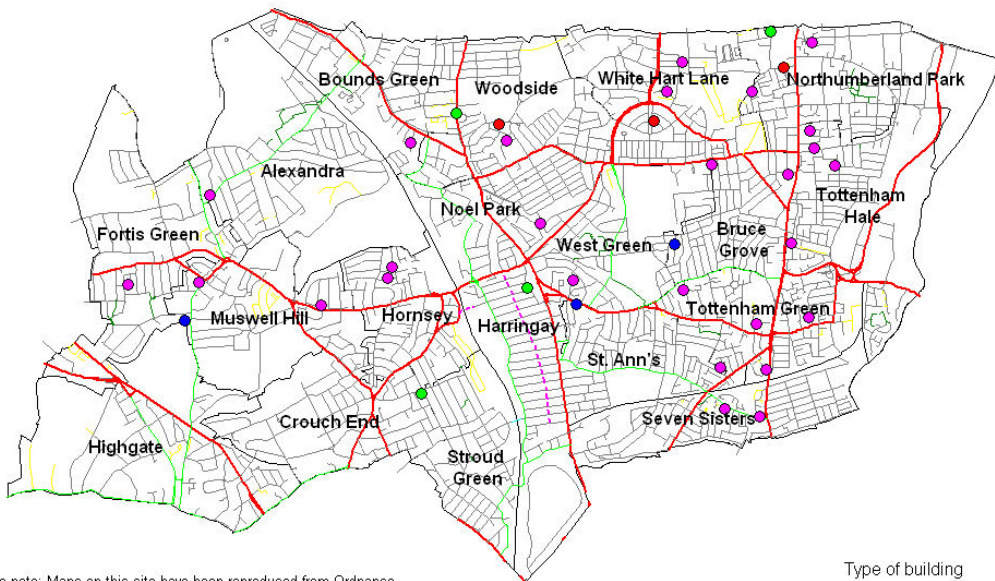
This page is intentionally left blank

Percentage of residents who have stated 'not enough being done for elderly people' as one of their three biggest concerns along with sheltered accomodaton
Residents survey 2006



This page is intentionally left blank

Social care buildings for older people in Haringey



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. London Borough of Haringey 100019199 2008

- Type of building
- Day-centre
 - Drop-in centre
 - Residential
 - Sheltered

This page is intentionally left blank

**Older People in receipt of Direct Payment Services
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

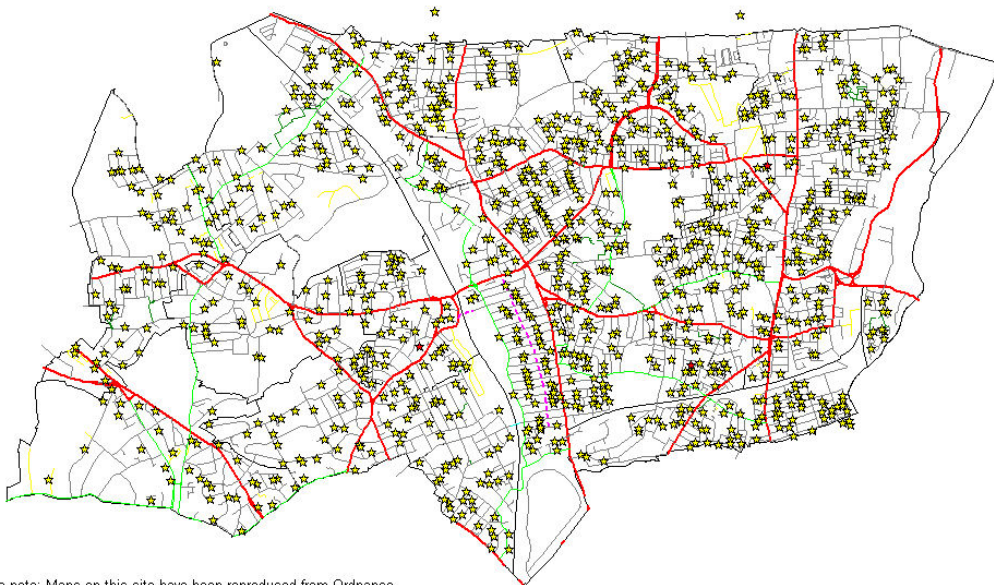
**Older People in receipt of Day Care Services
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

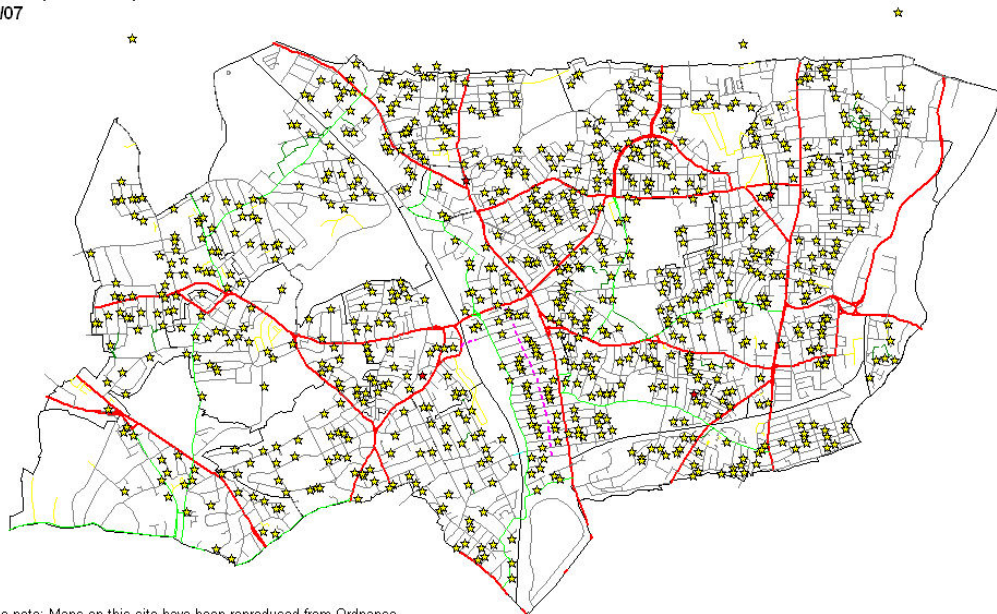
**Older People in receipt of Equipment and Adaptation Services
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

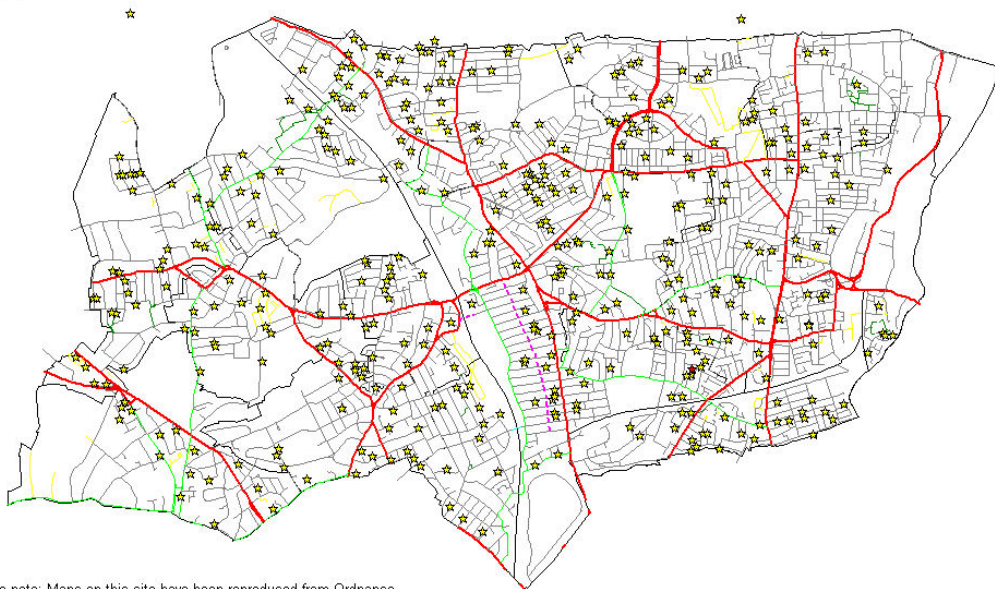
**Older People in receipt of Home Care Services
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

**Older People in receipt of Meals on Wheels Services
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

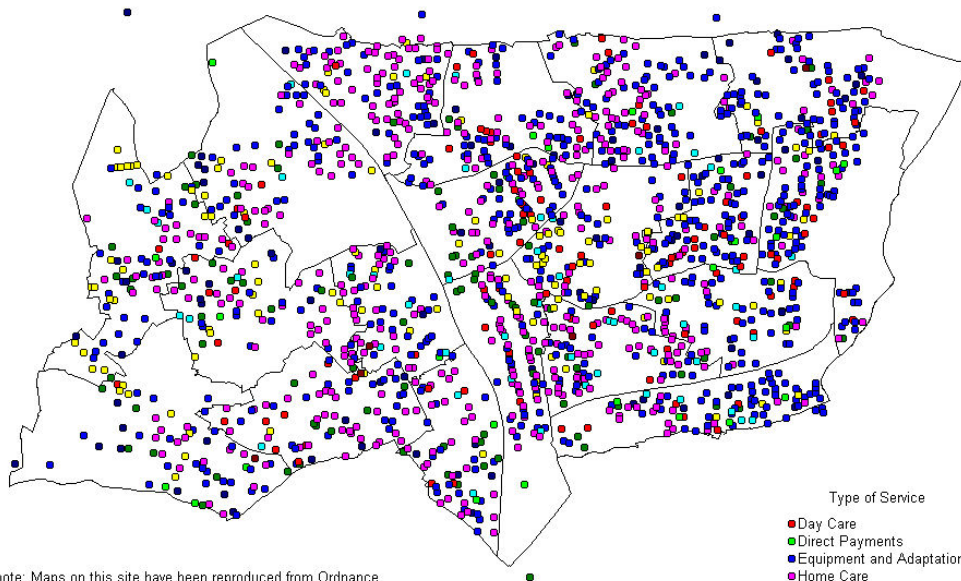
**Older People in receipt of Nursing Care Services
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

● Older people receiving services,
2006/07



Type of Service

- Day Care
- Direct Payments
- Equipment and Adaptations
- Home Care
- Meals on Wheels
- Nursing Care
- Planned Short Term breaks
- Professional Support
- Residential Care

Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

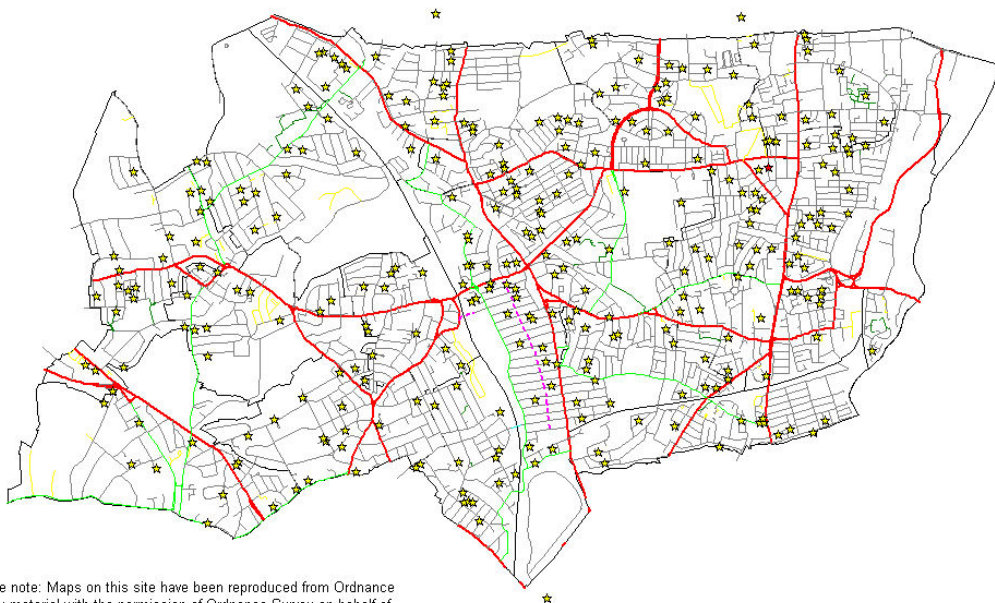
**Older People in receipt of the Planned Short Term Breaks Service
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

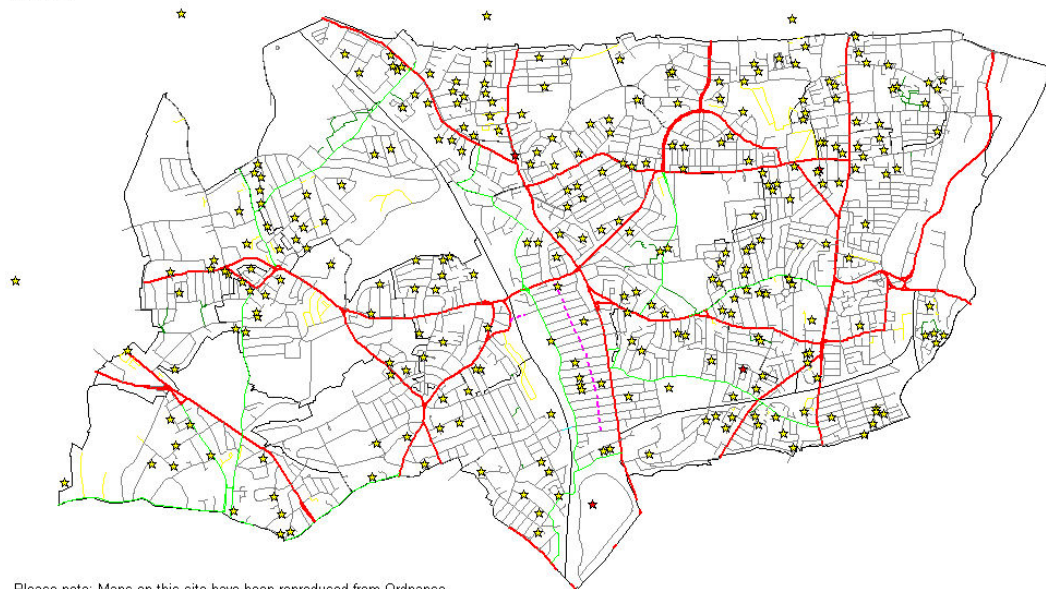
**Older People in receipt of the Professional Support Service
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank

**Older People in receipt of the Residential Care Service
2006/07**



Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
London Borough of Haringey 100019199 2008

This page is intentionally left blank