

Experience Still Counts:

**Haringey's strategy for improving the
quality of life for older people**

Delivery Plan 2009-2012

OUTCOME 1: BEING RESPECTED To ensure that older people are respected and valued				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
1.1 To promote and encourage appropriate respect of all older people				
1.1(i) Investigate feasibility of an older person's customer journey as part of the Personalisation project: <ul style="list-style-type: none"> Completed review of customer journeys to improve our customer experience, including older people Clear and audience-appropriate information about care system Clear pathways to care Older people consulted over preferred method of communicating information 	Personalisation Programme	NI 130: Social care clients receiving Self Directed Support per 100,000 population Targets: tbc	Carla Segel , Business Support and Development Manager, Customer Services, HC Paul Knight , Project Manager, Personalisation, HC	Increased choice and control
1.1(ii) Work with Customer Call Centres to improve older people's contact experience, developing standards of customer care for older people at all major council service access points: <ul style="list-style-type: none"> Staff training includes session run by older people Easier access to preferred language Longer time allocation for enquiry More effective training on attitudes and responses Easier access to someone with specialised knowledge who answer queries Older people present training sessions on how to work with older residents effectively 	Within Haringey Council's existing resources	NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	Carla Segel , Business Support & Development Manager, Customer Services, HC Philippa Morris , Head of Organisational Development & Learning, HC	Maintaining personal dignity and respect
1.1(iii) Promote role of Dignity in Care Champion: <ul style="list-style-type: none"> Clearly define role Publicise role to community via Haringey People and events Involve Champion in older people's initiatives Champion attends service user events and forums to discuss and promote dignity in care, including the Haringey Forum for Older People and supported housing events Champion to host a Safeguarding Adults event in 2009 Provide an external challenge to the Safeguarding Adults Board Launch a council-wide safeguarding statement to promote awareness and the diversity of safeguarding 	Within Haringey Council's existing resources	NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	Lisa Redfern/Patrick Morreau , Co-Chairs, OPPB	Maintaining personal dignity and respect
1.1(iv) Review the role of the Older People's Champion: <ul style="list-style-type: none"> Champion's role reviewed and agreed by Older People's Partnership 	Within Haringey Council's	NI 140: Fair treatment by local	Patrick Morreau/Lisa Redfern , Co-Chairs,	Making a positive

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OUTCOME 1: BEING RESPECTED
To ensure that older people are respected and valued

KEY INITIATIVES	RESOURCES	NATIONAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
Board <ul style="list-style-type: none"> Champion to be non-political and independent Champion has clear understanding of role and is seen to be involved Role well publicised 	existing resources	services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	Older People's Partnership Board	contribution
1.2 To increase opportunities for the involvement and representation of older people in the decision making process				
1.2(i) Develop policies for Service User and Carer Involvement and Service User and Carer Payment: <ul style="list-style-type: none"> Development linked to Haringey Strategic Partnership's Community Engagement Framework Established framework for reward and recognition of service users and carers who have been invited to contribute to service planning and development with an initial pilot scheme Haringey Council Consultation Strategy updated with clear lines influencing decision making established across all partners A single agreed consultation training package accessed by staff across partnership organisations All consultation/public meeting encourage involvement by using day and community settings to help reach seldom-heard groups, offering transport, translation and other enabling services Consultations allow time on agenda for older people to participate fully Consultations routinely use established groups such as HFOP and others Clear understanding of roles of LINKs and Community Link Forum 	Within existing resources - all	NI 4: % of people who feel they can influence decisions in their locality Baseline: 40.5% (2008 Place Survey) 2009-10: 42.9% 2010-11: 45.1% 2011-12: tbc	Naeem Sheikh/Robert Edmonds , Co-Chairs, Making a Positive Contribution sub-group Janette Wallace-Gedge , Consultation Manager, Communications and Consultation Unit, HC Anne Daley , Head of Commissioning, South East Haringey, NHS Haringey	Making a positive contribution
1.2(ii) Increase older people's attendance at Area Assemblies by ensuring that meetings are accessible: <ul style="list-style-type: none"> Continue to develop opportunities for ensuring representation of older people at area assemblies Continue to use accessible venues, eg pensioners clubs Ensure that agendas are not too tightly packed so that older people have time to have their say Information on public transport routinely provided Nominated lead in each area assembly for older people's issues who links to HFOP and other local community groups 	Within Haringey Council's existing resources	NI 4: % of people who feel they can influence decisions in their locality Baseline: 40.5% (2008 Place Survey) 2009-10: 42.9% 2010-11: 45.1% 2011-12: tbc	Sean Burke , Head of Neighbourhood Management, HC	Making a positive contribution

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> Rolling programme to focus on involvement of seldom heard groups Daytime and evening meetings routinely offered Provision of transport for those unable to safely attend meetings Special themed meetings on older people and their needs Accessible information on Making a Difference funding 				
1.2(iii) Review role of the Older People's Partnership Board to ensure representation across all services of older people in decision-making process: <ul style="list-style-type: none"> Sustained programme of regular quarterly meetings Reviewed and updated terms of reference Membership reviewed and changes implemented 	Within Haringey Council's existing resources	NI 4: % of people who feel they can influence decisions in their locality Baseline: 40.5% (2008 Place Survey) 2009-10: 42.9% 2010-11: 45.1% 2011-12: tbc	Patrick Morreau/Lisa Redfern , Co-Chairs, Older People's Partnership Board	Making a positive contribution
1.2(iv) Provide support for older people's groups e.g. Haringey Forum for Older People: <ul style="list-style-type: none"> Clear definition of "support" Evidence that older people's groups continue to meet regularly and contribute to service planning Help in finding potential venues Active involvement of older people representatives in Leisure User Groups Accessible information on potential funding streams such as Area Based Grant, www.funderfinder.org.uk Financial support for all groups reviewed through Area Based Grants process 	Within existing resources with additional funding through Area Based Grants and Making a Difference	NI 7: Environment for a thriving third sector Baseline: 18.9% (third sector organisations survey 2008) 2009-10: 3% increase (21.9%) 2010-11: 3% increase (24.9%) 2011-12: tbc	Bernard Lanigan , Service Manager, Older People's Assessment and Care Management, HC Manuela Toporowska , Age Concern Haringey Development Officer	Making a positive contribution
1.3 To reduce age discrimination				
1.3(i) Develop an action plan to identify key areas of work to ensure that older people receive equal treatment in planning local health services: <ul style="list-style-type: none"> Development of strategy that builds on the Health Equality Audit 2007 for reducing inequalities in healthcare for seldom-heard groups Joint strategic needs assessment to reflect needs of particular community groups NHS Haringey will explore via the Training and Education Programme, 	Within NHS Haringey's existing resources	NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65%	Susan Otiti , Associate Director of Public Health, Adults and Older People	Freedom from discrimination or harassment

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
and Estates and Facilities Department: - Access to services with hearing loop facility, visual alert system - Deaf awareness training for NHS staff - Email and text message and access to book appointment for hearing impaired - Practical BSL users and provision of interpreters - Customer service training for NHS staff – older people sometimes feel they are being “written off” - Inclusion of older people in consultations - Choice of healthcare options - Affordable healthcare, eg feet, dentists, opticians		2011-12: tbc		

OUTCOME 2: KEEPING INFORMED To ensure that older people have accurate information on which to base their decisions				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
2.1 To ensure that older people feel supported by reliable, authoritative and friendly advice, information and advocacy services				
2.1(i) Produce a Haringey Advocacy Strategy that: <ul style="list-style-type: none"> • Meets the aspirations of Haringey service users and carers • Meets the requirements of personalisation • Provides a strategic framework for the implementation of both of the above as well as a financial and operational framework • Further develops patient advocacy projects at the North Middlesex University and Whittington Hospitals for assessment • Evidence outcomes for people who have used advocacy services • Reaches out to seldom-heard groups and individuals via voluntary, community and faith groups, universal services (eg GPs and hospitals), adult learning classes • Develop a new one-stop integrated access team for signposting to both direct access universal services and, for those needing it, self-directed support • Ensure that all vulnerable older people have access to welfare rights 	Personalisation Programme	NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	Barbara Nicholls , Head of Commissioning, ACCS Sue Southgate , Manager, Integrated Care Team, HC Anne Daley , Head of Commissioning, South East Haringey, NHS Haringey Paul Knight , Programme Coordinator, Personalisation, HC	Increased choice and control

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OUTCOME 2: KEEPING INFORMED

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advice and advocacy				
2.1(ii) Provide wide-ranging information at public access points throughout the borough in liaison with Libraries Service where it is already an established part of core business: <ul style="list-style-type: none"> • Information communication plan devised and agreed between health, council, voluntary and community sector and other strategic partners • Effective sharing of information across partnership • Named contacts at information points including Customer Service Centres to ensure information is in stock and up to date • Consider ways of providing access to services across the borough, eg some CAB or Age Concern sessions to be held in alternative premises eg community venues 	Personalisation Programme	NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	Paul Knight , Programme Coordinator, Personalisation, HC	Increased choice and control
2.1(iii) Continue to increase delivery of “quality marked” independent information and advice services: <ul style="list-style-type: none"> • Market development of service provision for self-directed support started in 2009-10, including a commitment to Quality Assurance covering all service providers – private, voluntary and in-house • Investigate potential funding/staffing resource to continue this initiative • Established potential interest across a range of voluntary sector information and advice services • Accredited organisations proven to give extra value • Range of “quality marked” standards relevant suited to a range of need eg Matrix 	Pending identification of resources. May be linked to Personalisation Programme	NI 14: Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	Naeem, Sheikh , Chief Executive, HAVCO Paul Knight , Programme Coordinator, Personalisation, HC	Increased choice and control
2.2 To ensure that information is accessible, up to date, and available in different formats (including paper, online and in community languages)				
2.2(i) As part of the Personalisation programme, consider ways of developing the council’s website to further improve access to services for people aged 50 and over: <ul style="list-style-type: none"> • Extended online reporting of problems • Online referrals can be made for all older people’s services • See new one-stop integrated access team [2.1(i)] 	Within Haringey Council’s existing resources	NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	Bernard Lanigan , Service Manager, Older People’s Assessment and Care Management, HC Paul Knight , Programme Coordinator, Personalisation, HC	Increased choice and control
2.2(ii) Hold an annual celebratory event or programme for older people: <ul style="list-style-type: none"> • Haringey Forum for Older People to provide outline of potential programme/ideas to Assessment and Care Management Service 	Within Haringey Council’s existing	NI 4: % of people who feel they can influence decisions in	Manuela Toporowska , Development Officer, Haringey Forum for Older	Increased choice and control

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> • Linked to commemorative day, eg UK Older People's Day – 1 October • Accessible venue with good transport links • Programme meets requirement to reach seldom-heard individuals • Promote in Haringey People 	<p>resources.</p> <p>Apply to Safer Communities and Fire Service for extra funding and/or support</p>	<p>their locality</p> <p>Baseline: 40.5% (2008 Place Survey)</p> <p>2009-10: 42.9%</p> <p>2010-11: 45.1%</p> <p>2011-12: tbc</p>	<p>People</p> <p>Bernard Lanigan, Service Manager, Older People's Assessment & Care Mgmt, HC</p>	
<p>2.2(iii) Continue to develop the Older People's Guide to Local Services:</p> <ul style="list-style-type: none"> • As part of the Personalisation programme, explore potential funding source for a printing the Guide • Haringey Forum for Older People to input ideas for content and structure • Identified contact for ensuring that information is updated regularly or at least once a year • Information to be web-based to ensure the information is stored centrally and is easily updated • Establish annual programme for updating topics and content which involves older people • Hold at least one paper reference copy in each library 	<p>Within existing resources - all</p> <p>Transforming Social Care Board will consider contributing when self-directed support is to be implemented in older people's services in 2010</p>	<p>NI 14: Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer</p>	<p>Paul Knight, Programme Manager, Personalisation, HC</p> <p>Robert Edmonds, Director, Age Concern</p> <p>Manuela Toporowska, Development Officer, Haringey Forum for Older People</p> <p>Bernard Lanigan, Service Manager, Older People's Assessment and Care Management, HC</p>	<p>Increased choice and control</p>

OUTCOME 3: STAYING HEALTHY

To promote staying healthy and reducing inequalities in health

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
3.1 To keep older people informed about their choices for a healthier lifestyle				
<p>3.1(i) Help older people to eat healthily and regularly in hospital, intermediate care and at home:</p> <ul style="list-style-type: none"> • Older people volunteers help elderly patients eat on the ward • Older patients weighed and height measured on admission to identify 	<p>Within NHS Haringey's existing resources and</p>	<p>NI 125: Achieving independence for older people through rehabilitation</p>	<p>In Hospital and Intermediate Care: Suzanne Goldberg, Specialist Older People</p>	<p>Improved health and emotional well-being</p>

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<p>signs of malnourishment</p> <ul style="list-style-type: none"> Older people needing help with eating identified on admission and their meal placed on a red tray Following a social work assessment of need, home carers remain with clients to help with feeding or to ensure the meal is eaten, recording the outcome Nutritional status to be included in care plans Weight recorded at regular intervals with a clear action plan as required Continue to provide advice on healthy eating to older people in their own community languages using Community Nutrition Assistants Through ethnic monitoring information review on annual basis the need to establish specialist services and seek funding streams where appropriate Wider population accessed via voluntary and community groups Older people involved as trainers/advisors Healthy eating factsheets available at public access points across the borough Develop role and identify resources for specialist dietician for older people Ensure older people's needs are recognised in the Obesity Strategy Revise food and nutrition strategy (March 2006) Include diets for specific conditions, eg no salt related to high blood pressure 	<p>Area Based Grant</p>	<p>/intermediate care Target: Haringey has committed to a statistically significant improvement on data for year 2008-09 as the target for 2010-11</p> <p>NI 139: The extent to which older people receive the support they need to live independently at home</p> <p>2009-10: 2% 2010-11: 2% 2011-12: tbc</p>	<p>Dietician (currently on maternity leave)</p> <p>At Home: Debbie Wilkins, Manager, Nutrition & Dietetics, NHS Haringey (currently on maternity leave)</p> <p>Len Weir Manager, Home Care and Sheltered Housing, HC</p>	
<p>3.1(ii) Support to stay healthy through a range of healthy living activities, advice and information:</p> <ul style="list-style-type: none"> Link to Social Marketing Agenda Considered feasibility and usefulness of expanding universal services, eg Sixty Plus Improve public health information eg dental and foot care Free and low-cost services for older people identified Year on year figures show older people are making more use of Choose and Book which is now available in all libraries and all staff fully trained 	<p>Within NHS Haringey's existing resources plus Health in Mind Project – Area Based Grant funded and further bids to external funds</p>	<p>NI 8: Adult participation in sport (2007-10 stretch target)</p> <p>Baseline: 22.9% (2006-07 Active People Survey)</p> <p>2009-10: 26.9% 2010-11: 27.9% (provisional) 2011-12: tbc</p>	<p>Mathew Pelling, Commissioning Manager, Adult, Culture and Community Services, HC</p> <p>Diana Edmonds, Assistant Director, Culture, Libraries & Adult Learning, HC</p> <p>Vanessa Bogle, Public Health Strategist - Long</p>	<p>Improved health and emotional well-being</p>

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
		<p>NI 119: Self reported measure of people's overall health and well-being Baseline: 80% 2009-10: 80% 2010-11: 80% 2011-12: tbc</p> <p>NI 120: All-age cause mortality rate Targets: tbc</p> <p>NI 121: Mortality rate from all circulatory diseases at ages under 75 Baseline: 98 per 100,000 (2007-08) 2009-10: 93 2010-11: 92 2011-12: tbc</p> <p>NI 123: Stopping smoking Baseline: 1872 4-week quitters (not per 100,000) (2006-07) 2009-10: 1008 2010-11: 1008 2011-12: tbc</p> <p>Local stretch target (ends 2009-10): Number of smoking quitters in N17 area</p>	Term Conditions, NHS Haringey	

OUTCOME 3: STAYING HEALTHY
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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
		Baseline: 240 (2006-07) 2009-10: 300		
3.1(iii) Develop preventive footcare service: <ul style="list-style-type: none"> • Produce partnership footcare strategy to include non-medical preventative foot care services alongside footcare service for medical needs • Voluntary sector commissioned to provide some basic preventative footcare • Preventative service includes advice on hygiene and well-being issues • Continue to rollout the basic footcare service provided through drop-in centres to include alternative venues such as community groups and day centres, delivering 1000 individual appointments per year 	NHS Haringey	NI 139: The extent to which older people receive the support they need to live independently at home 2009-10: 2% 2010-11: 2% 2011-12: tbc	Anne Daley , Head of Commissioning, South East Haringey, NHS Haringey Robert Edmonds , Director, Age Concern Len Weir , Service Manager, Supported Housing and Home Care, HC	Improved health and emotional well-being
3.1(iv) Address inequalities in healthcare at the point of delivery: <ul style="list-style-type: none"> • Older people's involvement in post consultation and monitoring implementation of services linked to the 4 primary care collaboratives. • Implement the findings of the Health Inequalities Audit 2008 	Within NHS Haringey's existing resources	NI140 Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	Susan Otiti , Associate Director of Public Health, Adults and Older People	Improved health and emotional well-being
3.1(v) Promote smoking cessation services and education to prevent people starting smoking: <ul style="list-style-type: none"> • Continued programme of smoking cessation services • Continued monitoring of numbers of over 65s involved in all programmes • Monitoring figures for 2008-09 onwards • Breakdown of figures to show effectiveness of programmes in continued non-smoking • Easily accessible advice on possible physical reactions to stopping smoking and how to deal with these 	Within NHS Haringey's existing resources	NI 123: Stopping smoking Baseline: 1872 4-week quitters (not per 100,000) (2006-07) 2009-10: 1008 2010-11: 1008 2011-12: tbc	Debbie Morgan , Service Manager, Drugs Advisory Service Haringey	Improved health and emotional well-being

3.2 To encourage older people to use leisure services

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<p>3.2(i) Continue to develop a healthy activity programme for older people in leisure centres and other venues:</p> <ul style="list-style-type: none"> • Health walks led from a variety of public access points across the borough • Volunteer scheme developed to lead walks • Promote training opportunities for local people to become volunteer walk leaders to enable the health walks programme to be developed further • Nordic walking scheme developed with volunteer leads • Increase participation of everyone aged 50 and over in a widening range of activities offered at leisure centres and at other venues • Increased use and user satisfaction • Participation in government scheme to offer more free swimming to older people • Assistance with swimming for older people at leisure centres • More privacy in changing rooms to meet needs of disabled people and faith groups • Additional training in place for staff to help older people into and out of pools to ensure health and safety is upheld throughout • Dissemination of recommendations from consultant's report on programme and accessibility issues at Park Road • Entry, intermediate and advanced level exercise classes at Tottenham Green and Park Road leisure centres • Participation in Olympiad weekend • Training for leisure centre staff in how to assist disabled people • A range of classes focusing on relaxation held in libraries, learning, community and day centres • Older people invited to share/publicise their experiences of participation in classes 	<p>Within Haringey Council's existing resources accessing external funding as appropriate</p>	<p>NI 8: Adult participation in sport (2007-10 stretch target) Baseline: 22.9% (2006-07 Active People Survey) 2009-10: 26.9% 2010-11: 27.9% (provisional) 2011-12: tbc</p> <p>NI 119: Self reported measure of people's overall health and well-being Baseline: 80% 2009-10: 80% 2010-11: 80% 2011-12: tbc</p> <p>NI 120: All-age cause mortality rate Targets: tbc</p> <p>NI 121: Mortality rate from all circulatory diseases at ages under 75 Baseline: 98 per 100,000 (2007-08) 2009-10: 94 2010-11: 93 2011-12: tbc</p> <p>NI 123: Stopping smoking Baseline: 1872 4-</p>	<p>John Morris, Assistant Director, Recreation, HC [Simon Farrow]</p> <p>Robert Edmonds, Director, Age Concern</p> <p>Diana Edmonds, Assistant Director, Culture, Libraries & Adult Learning, HC</p>	

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
		week quitters (not per 100,000) (2006-07) 2009-10: 1008 2010-11: 1008 2011-12: tbc		
3.3 To strengthen mental health services for older people				
3.3(i) Develop an Older People's Mental Health Strategy to be in place by the end of 2009	Within existing resources – Haringey Council and NHS Haringey	NI 149: Adults in contact with secondary mental health services in settled accommodation Target: Haringey has committed to a statistically significant improvement on data for year 2008-09 as the target for 2010-11 NI 139: The extent to which older people receive the support they need to live independently at home 2009-10: 2% 2010-11: 2% 2011-12: tbc	Barbara Nicholls , Head of Commissioning, HC	Improved health and emotional well-being

OUTCOME 4: BEING ACTIVE				
To create opportunities for being active including getting involved, volunteering, socialising and life-long learning				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
4.1 To create opportunities for taking up recreational activities				
<p>4.1(i) Continue to develop non-sport related recreational and social activities for people aged 50 and over involving agencies such as Age Concern Haringey, Sixty Plus scheme, community centres and health agencies through running older people's drop-in groups in Haringey libraries:</p> <ul style="list-style-type: none"> • Involve older people in development of Haringey's Cultural Strategy • Programme of community-appropriate leisure and recreation activities in resource centres, community gatherings, etc • Develop and support clubs and groups run for and by older people • Expand mobile libraries service to community centres, producing year on year figures to show how many visits, to which venues and how many issues in which categories were raised • Well-publicised programmes of activities run in and by community centres, voluntary sector and commissioned services eg Sixty Plus • Use of College of North East London programmes, eg students offering subsidised hairdressing on Saturday mornings • Consult with older people to establish what they social activity they would • Monitor take-up of social activity, inviting feedback to assess outcomes and effectiveness of the programmes • Identify community centre development worker role to provide free help and support for self-organising pensioner groups, eg to complete applications 	<p>Within Haringey Council's existing resources accessing external funding as appropriate</p>	<p>NI 9: Use of public libraries 2009-10: 53% 2010-11: 54% 2011-12: 55%</p> <p>NI 10: Visits to museums and galleries 2009-10: 66% 2010-11: 67% 2011-12: 68%</p> <p>NI 11: Engagement in the arts 2009-10: 58% 2010-11: 59% 2011-12: 60%</p>	<p>Diana Edmonds, Assistant Director, Culture, Libraries & Learning, HC</p> <p>Naeem Sheikh, Chief Executive, HAVCO</p> <p>Robert Edmonds, Director, Age Concern Haringey</p> <p>Debbie Nichols, Manager, Sixty Plus</p>	<p>Improved health and emotional well-being</p> <p>Improved quality of life</p>
<p>4.1(ii) Run reminiscence groups around the borough to enable older people to share their life experiences:</p> <ul style="list-style-type: none"> • Continue reminiscence programme • Monitoring take-up • Invite feedback to assess outcomes and effectiveness of the programme • Develop links with inter-generational work 	<p>Within Haringey Council's existing resources</p>	<p>NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc</p>	<p>Diana Edmonds, Assistant Director, Culture, Libraries & Learning, HC</p> <p>Robert Edmonds, Director, Age Concern Haringey</p>	<p>Improved quality of life</p>
4.2 To increase opportunities for life-long learning				
4.2(i) College of North East London and the Haringey Adult Learning	Within existing	NI 140: Fair	Jan Dunster , Assistant	Improved

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<p style="text-align: center;">OUTCOME 4: BEING ACTIVE To create opportunities for being active including getting involved, volunteering, socialising and life-long learning</p>				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<p>Service to work with older people to establish life-long learning needs and preferences, including University of the Third Age:</p> <ul style="list-style-type: none"> • Establish what is currently available across the borough • Establish linkages/duplication in current programmes • Consult with local older people to explore future possibilities and need • CONEL and HALS (with Haringey Guarantee Scheme) work in partnership to work to explore how this can be resourced and managed across the borough in partnership to identify programmes attractive to older people which meets their needs, eg “active grandparenting” • Publicise comprehensive programme of activity • Ensure that current and future programme about all courses, including free and low-cost courses for older people, are at public access points across the borough and at community centres, with faith groups and hard-to-reach groups and events, setting targets for uptake by older people 	resources – HALS and CONEL	<p>treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc</p>	<p>Director, Learner Information and Support, CONEL</p> <p>Pat Duffy, Head of Haringey Adult Learning Services, HC</p> <p>Manuela Toporowska, Haringey Forum for Older People</p>	quality of life
4.3 To support the use of computers by older people				
<p>4.3(i) Expand opportunities for older people to work with computers:</p> <ul style="list-style-type: none"> • HALS and CONEL to work in partnership to provide Information and Communication Technology (ICT) courses targeted at older people • Develop more computer opportunities in council-run supported housing, day centres and drop-ins, and consider future development into community venues • Train tenants including Greek speaking residents at Hilldene Court Supported Housing to access internet sites of interest, including online Greek newsprint and other Greek language sites • Train staff at day centres and drop-in centres providing information and materials enabling them to assist clients • Haringey Libraries and HALS to continue to offer weekly Silver Surfer and First Byte sessions • Haringey Libraries and HALS to train Super Silver Surfers per year for each location • Silver surfers are directed to HALS to enhance their confidence and expertise in use of computers • Develop timetable for extending to community and resource centres 	Within existing resources – HALS and CONEL	<p>NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc</p>	<p>Diana Edmonds, Assistant Director, Culture, Libraries & Learning, HC</p> <p>Len Weir, Manager, Supported Housing and Home Care, HC</p> <p>Jan Dunster, Assistant Director, Learner Information and Support, CONEL</p> <p>Pat Duffy, Head of Haringey Adult Learning Services</p> <p>Robert Edmonds, Director, Age Concern</p>	Improved quality of life

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OUTCOME 4: BEING ACTIVE
To create opportunities for being active including getting involved, volunteering, socialising and life-long learning

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> • CONEL to identify programme of venues for mobile ICT bus targeting older learners • Range of taster sessions and beginner ICT courses in a wider range of courses including digital photography, PowerPoint, Excel, etc • Identify need and demand for courses (link to 4.3i) • Publicise what is available across the borough (link to 4.3i) • Use voluntary sector intergenerational projects to assist training/mentoring 			Haringey	
4.4 To increase the take up of English as a second language (ESOL) by older people				
4.4(i) Monitor take-up and delivery of English for Speakers of Other Languages classes / family learning courses by older people: <ul style="list-style-type: none"> • Monitoring year on year by CONEL and by HALS, looking at take-up, outcomes and effectiveness of patterns of delivery • Increase numbers of older people successfully completing ESOL • Promote courses through community and hard-to-reach groups • Expand teaching into community centres and other community venues • Incorporate into review of provision and delivery of courses 	Within existing resources – HALS and CONEL	NI 13: Migrants' English language skills and knowledge Targets: tbc	Jan Dunster , Assistant Director, Learner Information and Support, CONEL Pat Duffy , Head of Haringey Adult Learning Services	Improved quality of life

OUTCOME 5: CHOOSING WORK
To create opportunities for employment

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
5.1 To deliver programmes to help people aged 50+ into employment and training, monitoring take-up and outcomes of training opportunities				
5.1(i) Coordinate job brokerage provision for older people: <ul style="list-style-type: none"> • Raise awareness of Haringey Guarantee Scheme • Haringey Guarantee Scheme to monitor involvement of over 50s in programme • Continue to develop ways to measure the take up of employment and training courses by people aged 50 and over • Continue to deliver the "New Deal for over 50s" • Wood Green Job Centre Plus to monitor numbers and outcomes, 	Within existing resources – Job Centre Plus and Haringey Council	Local: Number of registered Haringey Guarantee participants with a completed better off calculation Baseline: 0 2009-10: 400	Paul Clarke , Programme Manager, Haringey Guarantee, Economic Regeneration, HC Helene Owen/Phyllis Fealy , Job Centre Plus, Wood Green	Improved health and emotional well-being Improved quality of life Economic

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OUTCOME 5: CHOOSING WORK
To create opportunities for employment

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<p>using feedback to improve the working experience</p> <ul style="list-style-type: none"> Promote benefits and advice services to allay fears of returning to work Publicise advice sessions for over 50s through leaflets, visits, events and engaging with older people's group Publicise vocational skills training London Development Agency approached for further support on employment opportunities 		<p>2010-11:400</p> <p>Local: Number of people on incapacity benefit for more than six months helped into sustained work (2007-10 stretch target) Baseline: 9 2009-10 (stretch target ends): 31</p> <p>NI 153: Working age people claiming out of work benefits in worst performing neighbourhoods Baseline: 28.4% 2009-10: 26% 2010-11: 24.4% [frozen target re-assess at 2 year refresh]</p>		well-being
<p>5.1(ii) Continue to provide work placements and supported employment opportunities for older people with disabilities:</p> <ul style="list-style-type: none"> Develop links with disabled organisations to promote placement and employment opportunities, depending on the organisation's future capacity to offer placements Explore options for over 50s offered by Workstep through the Employment Action Network Monitor uptake by over 50s Introduce and monitor take up of work trial opportunities as a practical alternative to traditional interview processes Promote Haringey Guarantee Scheme's Condition Management Programme 	Within existing Workstep contract resources	<p>Local: Number of registered Haringey Guarantee participants with a completed better off calculation Baseline: 0 2009-10: 400 2010-11: 400</p> <p>Local: Number of people on incapacity benefit for more than</p>	<p>Steve Davies, Human Resources, HC</p> <p>Nigel Redmond, Head of Human Resources, NHS Haringey</p> <p>Paul Clarke, Programme Manager, Haringey Guarantee, Economic Regeneration, HC</p> <p>Martin Tucker, Regeneration Manager,</p>	<p>Improved health and emotional well-being</p> <p>Improved quality of life</p> <p>Economic well-being</p>

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OUTCOME 5: CHOOSING WORK
To create opportunities for employment

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> Work with older people's groups to publicise schemes 		<p>six months helped into sustained work (2007-10 stretch target) Baseline: 9 2009-10 (stretch target ends): 31</p> <p>NI 153: Working age people claiming out of work benefits in worst performing neighbourhoods Baseline: 28.4% 2009-10: 26% 2010-11: 24.4% [frozen target re-assess at 2 year refresh]</p>	Employment and Skills, Urban Environment, HC	
<p>5.1(iii) Run refresher skills services and courses for people aged 50 and over:</p> <ul style="list-style-type: none"> Maintain 50+ learners annual targets and, if appropriate, expand Link back to market research 	To be confirmed: Existing resources and research additional funding opportunities	<p>Local: Adults achieving a Skills for Life qualification and entered employment and those gaining a qualification in the workplace</p> <p>Local: Adults achieving a full level two qualification and entered employment and those gaining a qualification in the workplace</p> <p>(In 2010-11 Local Skills Council ceases</p>	Pat Duffy , Head of Haringey Adult Learning Service, HC	<p>Improved health and emotional well-being</p> <p>Improved quality of life</p> <p>Increased choice and control</p> <p>Economic well-being</p>

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OUTCOME 5: CHOOSING WORK
To create opportunities for employment

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
		to exist; new targets tbc with incoming organisation)		
5.2 To promote awareness of advice, information and support services to help people aged 50+ into training and employment				
5.2(i) Increase promotion of skills development, information, advice and guidance and job search activities for HALS and CONEL courses and services, targeting people aged 50 and over: <ul style="list-style-type: none"> • Development of career change research programme in partnership to direct skills training appropriately • Older people are advised on effective ways of marketing their skills and knowledge, involving older people in training delivery 	Within existing resources – HALS and CONEL	Local: Number of people on incapacity benefit for more than six months helped into sustained work (2007-10 stretch target) Baseline: 9 2009-10 (stretch target ends): 31 Local: Number of registered Haringey Guarantee participants with a completed better off calculation Baseline: 0 2009-10: 400 2010-11:400	Pat Duffy , Head of Haringey Adult Learning Service, HC Jan Dunster , Assistant Director, Learner Information and Support, Conel	Improved health and emotional well-being Improved quality of life Economic well-being

OUTCOME 6: FEELING SAFER
To create safer communities

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
6.1 To safeguard vulnerable adults				
6.1(i) Focus on working across multi-disciplinary agencies and with partners to ensure that the safeguarding policy and procedures are embedded:	Within existing multi-agency safeguarding	SOVA1: Timeliness of adding SOVA alert to system. % within 1	Olive Komba-Kono , Manager, Safeguarding Adults, HC	Maintaining personal dignity and

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OUTCOME 6: FEELING SAFER To create safer communities				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> Ensure that safeguarding plans meet the dignity challenge Continue to publicise the multi-agency reporting process to all staff and to vulnerable adults Ensure vulnerable people have adequate and effective access to translation services 	resources	day SOVA2: Waiting time for strategy discussion. % within 1 day SOVA3: Waiting time for initial investigation. High, medium and low risk SOVA4: Waiting time for strategy meeting. High, medium and low risk SOVA5: Timeliness of follow-up meetings (within 14 days) SOVA6: Timeliness of SOVA process (completion within 28 days) SOVA7: Reviews (i) % completed within 6 weeks (ii) % of all SOVA reviews completed		respect
6.1(ii) Ensure that research with adult social care users and carers is subject to ethical review and approval: <ul style="list-style-type: none"> All research proposals presented to Research Governance Panel for ethical approval to safeguard service users and carers 	Within Haringey Council's existing resources	NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	Margaret Allen , Assistant Director, Commissioning and Strategy, HC	Maintaining personal dignity and respect

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OUTCOME 6: FEELING SAFER To create safer communities				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
6.2 To provide access to crime prevention services for older people who have been victims of crime				
6.2(i) Routinely refer older people to schemes offering professional advice and support: <ul style="list-style-type: none"> • Maintain and service the Metropolitan Care and Repair referral scheme to provide security improvements to all older victims of burglary, reassurance and assistance in completing insurance or other claims • Offer all older victims a referral to Victim Support Haringey • Emotional and practice support routinely provided to survivors of crime, including domestic violence 	Within Safer Communities Partnership existing resources	NI 24: Satisfaction with the way the police and local council dealt with anti-social behaviour Targets: tbc	Eric Childs , Crime Prevention Officer, Metropolitan Police Service Steve Fallon , Manager, Metropolitan Care and Repair Tessa Newton , Manager, Victim Support Haringey Penny Rutter , Manager, Heathstone John Brown , Borough Commander, London Fire Brigade Mike Bagnall , Anti-Social Behaviour Action Team	Improved quality of life Freedom from discrimination or harassment
6.2(ii) Provide and install equipment to assist with future prevention: <ul style="list-style-type: none"> • Install and maintain “Memo-Cams” in the homes of all repeat victims of distraction burglaries • Link up with HC’s Safe and Sound alarm service to provide distraction assistance • Distribution of light-timers within burglary hotspots to include older people 	Within Safer Communities Partnership existing resources	NI 24: Satisfaction with the way the police and local council dealt with anti-social behaviour Targets: tbc	Eric Childs , Crime Prevention Officer, Metropolitan Police Service Steve Fallon , Manager, Metropolitan Care and Repair	Improved quality of life Freedom from discrimination or harassment
6.3 To provide access to crime prevention services for older people who have not been victims of crime				
6.3(i) Publicise contact details for crime prevention advice as widely as possible: <ul style="list-style-type: none"> • Ensure that Crime Prevention Office and Safer Neighbourhoods Teams contact details are available to all older people either directly or through carers and other agencies • Publicise contact details through established mechanisms such as local Safer Neighbourhoods Teams newsletters, Haringey People, etc. 	Within Safer Communities Partnership existing resources	NI 24: Satisfaction with the way the police and local council dealt with anti-social behaviour Targets: tbc	Eric Childs , Crime Prevention Officer, Metropolitan Police Service Steve Fallon , Manager, Metropolitan Care and	Improved quality of life Freedom from discrimination or harassment

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OUTCOME 6: FEELING SAFER To create safer communities				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
			Repair Debbie Nichols , Manager, Sixty Plus Claire Kowalska , Community Safety Team	
6.3(ii) Provide and install equipment to assist in crime prevention	Funding to be sought for extension of Safe and Sound alarms with bogus caller button	NI 24: Satisfaction with the way the police and local council dealt with anti-social behaviour Targets: tbc	Eric Childs , Crime Prevention Officer, Metropolitan Police Service Steve Fallon , Manager, Metropolitan Care and Repair	Improved quality of life Freedom from discrimination or harassment
6.3(iii) Programme of preventative advice, support and information: <ul style="list-style-type: none"> • 10% of Metropolitan Care and Repair visits to be preventative to those who have not experienced burglary • Crime prevention officer to work with mobile and housebound library service to make older people aware of confidence tricksters and unexpected visitors • Sixty Plus to continue to do initial assessments, as part of crime prevention partnership • Information distributed via services such as meals on wheels, mobile libraries, Metropolitan Care and Repair and Sixty Plus • Publicise service offered by utilities companies for planned visits by meter readers, providing advocacy support where necessary 	Within Safer Communities Partnership existing resources	NI 24: Satisfaction with the way the police and local council dealt with anti-social behaviour Targets: tbc	Eric Childs , Crime Prevention Officer, Metropolitan Police Service Steve Fallon , Manager, Metropolitan Care and Repair Debbie Nichols , Manager, Sixty Plus	Improved quality of life Freedom from discrimination or harassment
6.3(iv) Programme of outreach work and visits to hard-to-reach and seldom-heard groups using community networks, neighbourhoods and public events in parks: <ul style="list-style-type: none"> • Safer Neighbourhood Teams regularly visit older people's residential homes to provide reassurance and regular reminders of distraction burglaries • Train older people's organisations in crime prevention, eg Sixty Plus, health visitors, etc • Maintain links with these organisations ensure that vulnerable older 	Within Safer Communities Partnership existing resources	NI 24: Satisfaction with the way the police and local council dealt with anti-social behaviour Targets: tbc	Eric Childs , Crime Prevention Officer, Metropolitan Police Service Steve Fallon , Manager, Metropolitan Care and Repair Tessa Newton , Manager, Victim Support Haringey	Improved quality of life Freedom from discrimination or harassment

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OUTCOME 6: FEELING SAFER To create safer communities				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
people are referred <ul style="list-style-type: none"> • Provide crime prevention talks to older people's groups and at events • Use contacts made through smoke alarms installation scheme to publicise crime prevention services to vulnerable older people • Outreach programme to seldom-heard/hard-to-reach groups and those for whom English is not their first language 			John Brown , Borough Commander, London Fire Brigade	
6.4 To create a working partnership of problem-solving advisers and older people				
6.4(i) Continue to roll out a problem-solving methodology in a partnership with front-line services to resolve local crime, disorder and environmental issues: <ul style="list-style-type: none"> • Partnership to support Area Based Working bringing front-line partners together • Methodology for dealing with long-term, ingrained problems beyond the scope of day to day working • Partnership to include reps from crime prevention, fire service, safer neighbourhoods, Metropolitan Care and Repair, Victim Support, to work in consultation with Haringey Forum for Older People reps • Provide additional advice and information where required through Crime Prevention Office and local Safer Neighbourhood Teams (SNTs) 	Within Safer Communities Partnership existing resources	NI 24: Satisfaction with the way the police and local council dealt with anti-social behaviour Targets: tbc	Leo Kears , Safer Communities Development Coordinator John Brown , Borough Commander, London Fire Brigade Eric Childs , Crime Prevention Officer, Metropolitan Police Service Tessa Newton , Manager, Victim Support Haringey Steve Fallon , Manager, Metropolitan Care and Repair Debbie Nichols , Manager, Sixty Plus	Improved quality of life Freedom from discrimination or harassment
6.4(ii) Establish a one-stop audience-appropriate menu of services from which residents can make an informed choice to improve safety and security inside and outside the home: <ul style="list-style-type: none"> • Explore issues of particular interest/concern to older residents, eg awareness raising, combating fear of reporting crime and revenge • Establish what measures work best in raising the confidence of older people who have been victims of crime • Incorporate experiences of Victim Support clients to feed into 	Within Safer Communities Partnership existing resources	NI 24: Satisfaction with the way the police and local council dealt with anti-social behaviour Targets: tbc	John Brown , Borough Commander, London Fire Brigade Eric Childs , Crime Prevention Officer, Metropolitan Police Service Tessa Newton , Manager,	Improved quality of life Freedom from discrimination or harassment

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OUTCOME 6: FEELING SAFER To create safer communities				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
preventative work <ul style="list-style-type: none"> Provide the Community Alarm service to those who are assessed as needing it, including information on any potential help in funding the weekly cost 			Victim Support Haringey Steve Fallon , Manager, Metropolitan Care and Repair	
6.5 To make older people feel safer outside their homes				
6.5(i) Improved security in sheltered housing schemes: <ul style="list-style-type: none"> Renewal/ upgrading of CCTV in all council-run schemes Completion of specialist lighting level assessments in areas of concern in partnership with Sensory Impairment Team at Winkfield Resource Centre Renewal/ upgrading of CCTV in council-run schemes to improve images 	Subject to available funding	NI 139: The extent to which older people receive the support they need to live independently at home 2009-10: 2% 2010-11: 2% 2011-12: tbc	Jackie Goodwin / Toyin Olusoga , Homes for Haringey	Improved quality of life Freedom from discrimination or harassment
6.6 To make older people feel safer inside their homes				
6.6(i) Home fire safety checks: <ul style="list-style-type: none"> Formal partnership established by 31 March 2009 between LFB, ACCS and Supporting People referring people most at risk from fire to the London Fire Brigade to complete fire safety checks on their homes A system capable of generating 150 referrals per quarter and include a means to measure referrals generated LFB to complete 95% of Home Fire Safety Visits within 60 days of the referral generated Home fire safety checks service, including provision of 10-year smoke detectors, offered by Environmental Health and Housing, HC LFB to use scheme as part of Safer Communities work in partnership with crime prevention, safer neighbourhoods, Victim Support (see Goal 6) Information provided on prevention of fires caused by lighted cigarettes 	Within Safer Communities Partnership existing resources	Local: Number of accidental dwelling fires (stretch target 2007-10) Baseline: 240 (2006-07) 2009-10 (ends): 300 NI 49: Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks) Targets: tbc	John Brown , Borough Commander, London Fire Brigade Steve Russell , Environmental Health and Housing Group	Improved quality of life

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OUTCOME 7: HAVING A SAFE, COMFORTABLE AND WELL-MAINTAINED HOME				
To ensure that older people have a safe, comfortable and well-maintained home (and garden) which meets their needs				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
7.1 To increase access to affordable schemes that provide low level home maintenance and gardening support to older people				
7.1(i) Develop a low cost membership scheme for older people who are homeowners and private tenants to help with repairs, domestic services and gardening: <ul style="list-style-type: none"> Scheme members have access to: <ul style="list-style-type: none"> approved list of contractors who are CRB checked surveyors project management other MCR services Scheme advertised effectively across the borough 	Supporting People - tbc	NI 141: % of vulnerable people achieving independent living Baseline: 65% (2007-08) 2009-10: 77% 2010-11:79% 2011-12: tbc	Mathew Pelling, Commissioning Manager Steve Fallon, Manager, Metropolitan Care and Repair (MCR)	Improved quality of life
7.1(ii) Expand and develop handypersons' minor repair and gardening services for homeowners and private tenants: <ul style="list-style-type: none"> Number of older people assisted with minor repairs and gardening to be determined pending funding Monitoring of standard of completed work Programme of home safety audits Programme of repair/replacement of fences, gates and pathways to prevent falls at no charge to older people Showcasing gardens through "In Bloom" and similar schemes 	Supporting People - tbc Additional funding to be investigated (Mathew Pelling to meet with Steve Fallon & Allan Williams)	NI 141: % of vulnerable people achieving independent living Baseline: 65% (2007-08) 2009-10: 77% 2010-11:79% 2011-12: tbc	Mathew Pelling, Commissioning Manager Steve Fallon, Manager, Metropolitan Care and Repair (MCR)	Improved quality of life
7.1(iii) Explore the potential for establishing a home shopping service: <ul style="list-style-type: none"> Investigate potential demand for a home shopping service to include home delivery with someone on site to assist at point of delivery escorts for shopping trips 	Within existing resources to be confirmed, including Supporting People and Haringey Council	NI 141: % of vulnerable people achieving independent living Baseline: 65% (2007-08) 2009-10: 77% 2010-11:79% 2011-12: tbc	Mathew Pelling, Commissioning Manager Steve Fallon, Manager, Metropolitan Care and Repair (MCR) Len Weir, Service Manager, Older People, HC	Improved quality of life
7.2 To improve the quality of housing, particularly for vulnerable older people who need assistance in keeping their property in good repair				
7.2(i) Develop a communications plan to ensure vulnerable older people who are tenants or owner occupiers know where to get help with housing related issues such as home and garden maintenance and affordable warmth: <ul style="list-style-type: none"> Established partnership approach to sharing and disseminating 	To be confirmed: North London Sub Region Grant	NI 119: Self reported measure of people's overall health and well-being Baseline: 80%	Steve Russell, Manager Housing and Health, Urban Environment, HC [Lynn Sellar] John Mathers, Fuel	Improved quality of life Economic well-being

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OUTCOME 7: HAVING A SAFE, COMFORTABLE AND WELL-MAINTAINED HOME
To ensure that older people have a safe, comfortable and well-maintained home (and garden) which meets their needs

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<p>audience-appropriate information</p> <ul style="list-style-type: none"> Established contact point for information gathering and monitoring of follow-up Following identification and addressing of urgent need, information is shared across partnership to address individual need holistically in an ongoing programme Use of Common Assessment Framework to identify potential need Link to Achieving Excellence Access Pathways project A range of easy-to-follow information available at all major customer access point across the borough eg libraries, GP surgeries, buses, street signs, JCDs, community groups, council tax bills Regular space in Haringey People with contact points and seasonal information Affordable warmth strategy agreed and in place 	<p>To be confirmed: Department of Health</p>	<p>2009-10: 80% 2010-11: 80% 2011-12: tbc</p> <p>NI 138: Satisfaction of people over 65 with both home and neighbourhood 2009-10:1% increase 2010-11:1% increase 2011-12:1% increase</p>	<p>Poverty Officer, Urban Environment</p> <p>Bernard Lanigan, Manager, Older People's Assessment and Care Management [Jo Giakon]</p> <p>Diana Edmonds, Assistant Director, Culture, Libraries and Learning, HC</p>	
<p>7.2(ii) Identify homes in the private sector in need of major repair, which are occupied by older homeowners:</p> <ul style="list-style-type: none"> Shared knowledge base between statutory and voluntary partners to identify properties Coordination of established equity release scheme up to £5000 for repairs, repayable on sale of property eg Houseproud Established feasibility of extending multi-partnership contracts currently for council tenants and leaseholders to include local owner occupiers. 	<p>Subject to availability of resources</p>	<p>NI 119: Self reported measure of people's overall health and well-being Baseline: 80% 2009-10: 80% 2010-11: 80% 2011-12: tbc</p> <p>NI 138: Satisfaction of people over 65 with both home and neighbourhood 2009-10:1% increase 2010-11:1% increase 2011-12:1% increase</p>	<p>Mathew Pelling, Commissioning Manager, HC to meet with Steve Fallon, Allan Williams, Steve Russell/Lynn Sellar to progress</p>	<p>Improved quality of life</p>

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OUTCOME 8: LIVING WITH SUPPORT

To enable older people to live independently with support for as long as possible in their own homes

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
8.1 To strengthen community based services				
<p>8.1(i) Increase number of intermediate care options available (including through the rapid response team and services which prevent a person having to go into hospital):</p> <ul style="list-style-type: none"> Continued reduction in numbers of delayed transfers of care Explore the possibility of expanding care options across other therapies Further develop advocacy projects as part of Advocacy Strategy Consider how extra supported housing might be developed to expand intermediate care options and the better targeting of existing Supporting People funded provision to prevent hospital and residential care/nursing home admissions 	<p>Delayed discharge pooled budget</p> <p>Supporting People - tbc</p>	<p>NI 125: Achieving independence for older people through rehabilitation /intermediate care Target: Haringey has committed to a statistically significant improvement on data for year 2008-09 as the target for 2010-11</p>	<p>Sue Southgate, Manager, Integrated Care Team, HC</p> <p>Anne Daley, Head of Commissioning, South East Haringey, NHS Haringey</p> <p>Mathew Pelling, Commissioning Manager, HC</p>	<p>Increased choice and control</p>
<p>8.1(ii) Further develop Falls Prevention Programme:</p> <ul style="list-style-type: none"> Year on year reduction in numbers of admissions to hospital and attendance at A&E at Whittington and North Middlesex University Hospitals Year on year reduction in number of falls resulting in fracture neck of femur Monitor outcomes of NHS Haringey bids for falls coordinators at Whittington and North Middlesex University Hospital for self-referrers Monitor outcome of footcare service as a preventative measure Finalisation of action plan and clinical audit arising out of National Clinical Audit of Falls and Bone Health in Older People Share information on falls caused by as a result of slips on pavements with transport and planning HC services 	<p>NHS Haringey Commissioning 2009-10</p> <p>Supporting People – Floating Support and Met Care and Repair (tbc)</p>	<p>NI 125: Achieving independence for older people through rehabilitation /intermediate care Target: Haringey has committed to a statistically significant improvement on data for year 2008-09 as the target for 2010-11</p> <p>NI 139: The extent to which older people receive the support they need to live independently at home 2009-10: 2% 2010-11: 2% 2011-12: tbc</p>	<p>Anne Daley, Head of Commissioning, South East Haringey, NHS Haringey</p> <p>Carole McGregor, Falls Co-ordinator, NHS Haringey</p> <p>Debbie Nichols, Manager, Sixty Plus Floating Support Service</p> <p>Steve Fallon, Manager - Metropolitan Care and Repair</p> <p>Mathew Pelling, Commissioning Manager, HC</p>	<p>Improved health and emotional well-being</p>

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OUTCOME 8: LIVING WITH SUPPORT

To enable older people to live independently with support for as long as possible in their own homes

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
8.2 To promote choice and control				
8.2(i) Publicise availability of AskSara (self-assessment, rapid access) service for offering help, support and advice on health, home and daily activities: <ul style="list-style-type: none"> • Publicise availability of AskSara (self-assessment, rapid access), including free use of computers and internet in all libraries 	Within Haringey Council's existing resources	NI 14: Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer Targets: tbc	Bernard Lanigan , Manager, Physical Disabilities and Sensory Impairment, HC	Increased choice and control
8.2(ii) Develop an End of Life Care Strategy for Haringey residents: <ul style="list-style-type: none"> • Older people involved in consultation process • Options about individual choices set out clearly in accessible formats • Advocacy support available • Programme of training for staff on end of life care and choices 	Within Haringey Council's existing resources	NI 129: End of life care – access to appropriate care enabling people to be able to choose to die at home Target: completed strategy	Anne Daley , Head of Commissioning, South East Haringey, NHS Haringey	Increased choice and control Maintaining personal dignity and respect
8.2(iii) Promote the use of individual budgets and direct payments as widely as possible: <ul style="list-style-type: none"> • Advocacy Strategy to incorporate help for people choosing direct payments and individual budgets • Roadshows to promote and advise visiting pensioners forum, community centres, Age Concern, as part of the Personalisation Programme • Provide training for staff on individual budgets and direct payments • Efficient mechanisms in place to rectify mistakes quickly • Integrated into personalisation programme • Scheme is accessible and incorporates good practice from other authorities [eg Dagenham] • Mediated assessments routinely offered • Helpline support in partnership with Winkfield Resource Centre as part of self-assessment and referral process for DPs and IBs. 	Within Haringey Council's existing resources	NI 130: Social care clients receiving Self Directed Support per 100,000 population Targets: tbc	Bernard Lanigan , Manager, Older People's Assessment and Care Management, HC [Peter Lewington] Barbara Nicholls , Head of Commissioning, ACCS Steve Fallon , Manager Metropolitan Care and Repair	Increased choice and control
8.2(iv) Expand the use of medicines prescription charts which make it easier to know when to take your medication:	Within existing resources	NI 124: People with a long-term condition	Pauline Taylor , Head of Medicines Management,	Increased choice and control

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OUTCOME 8: LIVING WITH SUPPORT

To enable older people to live independently with support for as long as possible in their own homes

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> • Identification of vulnerable adults unable to manage their own medication through the single assessment process • Undertake a more detailed assessment of medicines management issues and possible solutions, based on evidence of effective interventions and best practice by March 2010 • Implementation to start from March 2011 	and identified to roll out client held records for Single Assessment Process	supported to be independent and in control of their condition Target: implementation in March 2011	NHS Haringey	control
8.3 To develop day opportunities for older people				
<p>8.3(i) Ensure that day opportunities services in Haringey are provided equitably to meet the full range of cultural needs with access to social and recreation activities and services that promote and support older people to remain as independent as possible and able to exercise choice and control in how their individual support needs will be met:</p> <ul style="list-style-type: none"> • A comprehensive day opportunities strategy for older people completed 2009 • Project Board to be established spring 2009 • Links to Strategy for Mental Health Older People in terms of specific mental health provision in relation to older people • Identify need for day opportunities offering low to medium support, including black and minority ethnic resources • Haynes Centre for people with dementia due to open in July 2009 in Hornsey • A menu of options containing a range of activities and services that engage older people, and maximise independence, control and choice, as well as dignity • Further develop outreach services to older people 	Within Haringey Council's existing resources	NI 139: The extent to which older people receive the support they need to live independently at home 2009-10: 2% 2010-11: 2% 2011-12: tbc	Barbara Nicholls , Head of Commissioning, Adult, Culture and Community Services, HC	Increased choice and control
<p>8.3(ii) Further develop the mobile and housebound library service for people who find it difficult to visit local libraries:</p> <ul style="list-style-type: none"> • Evidence of positive outcomes by users of service eg number of loans, number of housebound people visited and frequency, number of centres/residential homes and frequency, users in each location/area of the borough, etc • Explore ways of expanding the range of facilities, for example, bringing housebound customers together for reading groups, supporting customers to use computers in their own homes, a computer loan 	Within Haringey Council's existing resources	NI 9: Use of public libraries: 2009-10: 53% 2010-11: 54% 2011-12: 55%	Diana Edmonds , Assistant Director, Culture, Libraries and Learning, HC Bernard Lanigan , Manager, Older People's Assessment and Care Management, HC	Improved quality of life

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
scheme <ul style="list-style-type: none"> • Include a question in care assessments to identify new customers • Ensure that all buildings-based adult services, including sheltered housing, receive a visit from the mobile library service 			Debbie Nichols, Manager, Sixty Plus Floating Support Service	
8.4 To improve the quality of home care services				
8.4(i) Develop flexible, round-the-clock, outcome-based, client-centred home care initiatives as part of the Personalisation programme: <ul style="list-style-type: none"> • Service developed with active participation of users • Service is more personalised with more time offered, more continuity with fewer changes of carers and staff who are punctual and efficient • Ensure that the maximum number of home carers possible have annual flu jab • Routinely monitor the time spent with each client • Increase specialist training to home care staff, particularly those with EMI needs 	Within Haringey Council's existing resources	NI 125: Achieving independence for older people through rehabilitation /intermediate care Target: Haringey has committed to a statistically significant improvement on data for year 2008-09 as the target for 2010-11 NI 130: Social care clients receiving Self Directed Support per 100,000 population NI 139: The extent to which older people receive the support they need to live independently at home 2009-10: 2% 2010-11: 2% 2011-12: tbc	Bernard Lanigan, Manager, Older People's Assessment and Care Management,HC Len Weir, Service Manager, Supported Housing and Home Care, HC	Improved quality of life Increased choice and control
8.5 To provide high quality co-ordinated services across health, housing, social care and the voluntary sector that reflect the cultural diversity of people in Haringey				
8.5(i) Monitor the progress of schemes piloting a generic approach through the Common Assessment Framework (CAF)	Within existing resources	NI 14: Reducing avoidable contact:	Lisa Redfern, Assistant Director, Adult Services,	Increased choice and

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
	and resources identified to roll out client held records – Haringey Council and NHS Haringey	Minimising the proportion of customer contact that is of low or no value to the customer NI 127: Self reported experience of social care users NI 140: Fair treatment by local services Baseline: 60.4% (2008 Place Survey) 2009-10: 62.6% 2010-11: 65% 2011-12: tbc	HC Anne Daley , Head of Commissioning, South East Haringey, NHS Haringey	control

OUTCOME 9: GETTING OUT AND ABOUT

To ensure that older people are able to get out and about including being able to use public transport

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
9.1 To ensure spotless, smart and safe streets that everyone can use				
9.1(i) Develop and implement a work programme for the Haringey Mobility Forum: <ul style="list-style-type: none"> Progress achieved against actions in work programme agreed by Mobility Forum and Haringey Council Frontline Services. 	Within Haringey Council's existing resources	NI 175 (Local target): Access to services and facilities by public transport (and other specified models) Target: TfL data not yet available. Targets	Joan Hancox , Head of Sustainable Transport, HC	Making a positive contribution

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OUTCOME 9: GETTING OUT AND ABOUT

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
		to be set at year 2 refresh		
<p>9.1(ii) Monitor the cleanliness and maintenance of streets:</p> <ul style="list-style-type: none"> • Implementation of Street Cleanliness Action Plan to improve NI 195 performance and residents perception • Implementation of Dumping Action Plan to improve NI 196 performance and residents perception 	Within Haringey Council's existing resources	<p>NI 195: Improved street and environmental cleanliness (levels of litter detritus graffiti and fly-posting)</p> <p>NI 196: Improved street and environmental cleanliness – fly tipping</p>	Beverley Taylor , Assistant Director, Frontline Services, Urban Environment, HC	Improved quality of life
<p>9.1(iii) Continue to monitor the quality of roads and pavements, publicising results to show how this has informed planning:</p> <ul style="list-style-type: none"> • Continue to use annual conditions survey to inform budget setting and programme planning • Publicise findings of annual conditions survey and action plan in Haringey People • Use year on year data to measure and publicise changes in residents satisfaction • Report through Better Places Partnership Board and share with across other relevant boards, particularly Well-being Partnership Board • Distribute information via Haringey Forum for Older People mailings, through council A-Z booklet and Haringey People • Consider printing information/feedback postcards to be placed in public reception areas 	Within Haringey Council's existing resources	<p>NI 168: Principal roads where maintenance should be considered</p> <p>NI 169: Non-principal classified roads where maintenance should be considered</p>	Joan Hancox , Head of Sustainable Transport, HC	Improved quality of life
<p>9.1(iv) Continue to resurface all classified roads to reach top UK quartile for quality:</p> <ul style="list-style-type: none"> • Wood Green High Road resurfaced 2008-09 • Principal roads of Fortis Green and West Green Road [part] resurfaced 2009-10 and West Green Road 2010-11 • Non-principal roads resurfaced: Alexandra Park Road, High Street N6, Rokesley Avenue and Stapleton Hall Road in 2008-09 	<p>Transport for London funding</p> <ul style="list-style-type: none"> - 2008-09 £400k - 2009-10 £435k - 2010-11 £358k <p>Council funding</p>	<p>NI 168: Principal roads where maintenance should be considered</p> <p>NI 169: Non-principal classified roads</p>	Joan Hancox , Head of Sustainable Transport, HC	Improved quality of life

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OUTCOME 9: GETTING OUT AND ABOUT

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KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
	for non-principal roads - 2008-09 £250k - 2009-10 £250k	where maintenance should be considered		
<p>9.1(v) Continue to improve footways, prioritising those in the worst condition and those where most trip accidents occur, including keeping the pavements clear, so that people are able to walk freely:</p> <ul style="list-style-type: none"> • Effectiveness publicity of role of street wardens and the public in reporting obstructions on pavements from overgrown gardens • Continued emphasis on duty of householder to maintain gardens/boundaries • Consider ways of making steep pavement gradients more accessible for wheelchairs and people with low mobility • Investing in footways to improve condition and reduce accident claims 	Transport for London funding £2m to re-lay pavements	<p>NI 168: Principal roads where maintenance should be considered</p> <p>NI 169: Non-principal classified roads where maintenance should be considered</p>	Joan Hancox , Head of Sustainable Transport, HC	Improved quality of life
<p>9.1(vi) Continue to improve street lighting replacing the oldest first and prioritising areas with high crime rates and road accidents: 50% of streetlights to meet modern standards by March 2010</p>	Transport for London funding £1m funding secured for 2008-09 and £2m for 2009-10	<p>NI 168: Principal roads where maintenance should be considered</p> <p>NI 169: Non-principal classified roads where maintenance should be considered</p>	Joan Hancox , Head of Sustainable Transport, HC	Improved quality of life
9.2 To further develop the community transport service				
<p>9.2(i) Further develop the community transport service (to include Council, NHS Haringey, the voluntary sector and the Haringey Mobility Forum):</p> <ul style="list-style-type: none"> • Effective working partnership between Frontline Services and the Mobility Forum addressing transport issues via an agreed work programme [see 9.1v] • Monitoring of community transport to include use of service user evaluation to inform improvement • Review cost of community transport scheme to unfunded organisations and individuals • Promote scheme for training other organisations' drivers to reduce costs 	Within Haringey Council's existing resources	Local NI 175: Access to services and facilities by public transport (and other specified models) Target: TfL data not yet available. Targets to be set at year 2 refresh	Joan Hancox , Head of Sustainable Transport	Making a positive contribution

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OUTCOME 9: GETTING OUT AND ABOUT

To ensure that older people are able to get out and about including being able to use public transport

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
9.3 To improve the quality of service provided by public transport companies				
<p>9.3(i) Improve standard of bus stops via ongoing quarterly meetings with Transport for London and Public Transport Liaison:</p> <ul style="list-style-type: none"> • Ensure damaged seats at bus stops are repaired quickly • Seating at bus stops to be clearly prioritised for older people and people with disabilities • Consider improvements to routes travelling east to west across the borough • Police/community support presence at transport hubs to tackle anti-social behaviour • Discuss potential for increasing the number of bus stops with lighted billboards as part of programme to improve lighting generally at stops • Consider additional bus stop lighting as part of accessibility measures 	Bus stop accessibility funding	Local NI 175: Access to services and facilities by public transport (and other specified models) Target: TfL data not yet available. Targets to be set at year 2 refresh	Malcolm Smith, Transport Planning Manager, HC	
<p>9.3(ii) Encourage Transport for London to provide better and more frequent transport to and from local hospitals:</p> <ul style="list-style-type: none"> • Consider scope for more services to and from St Ann’s Hospital • Consider further improvements to services to and from North Middlesex University Hospital 	TfL resources	Local NI 175: Access to services and facilities by public transport (and other specified models) Target: TfL data not yet available. Targets to be set at year 2 refresh	Malcolm Smith, Transport Planning Manager, HC	Improved quality of life
<p>9.3(iii) Involve Transport for London and council officers with older people’s events in order to provide information and receive feedback:</p> <ul style="list-style-type: none"> • Haringey Forum for Older People to invite officers from council and Transport for London to give presentations and receive feedback on key issues 	TfL/HFOP resources	Local NI 175: Access to services and facilities by public transport (and other specified models) Target: TfL data not yet available. Targets to be set at year 2 refresh	Manuela Toporowska, Development Officer, Haringey Forum for Older People	Making a positive contribution
<p>9.3(iv) Encourage London Buses to improve quality of services via ongoing quarterly meetings with Transport for London and P:</p> <ul style="list-style-type: none"> • Improvements to overall bus service reliability 	TfL resources	Local NI 175: Access to services and facilities by public transport (and other	Malcolm Smith, Transport Planning Manager, HC	Improved quality of life

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OUTCOME 9: GETTING OUT AND ABOUT

To ensure that older people are able to get out and about including being able to use public transport

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
		specified models) Target: TfL data not yet available. Targets to be set at year 2 refresh		
<p>9.3(v) Seek to work with local bus companies to involve older residents in bus driver training via ongoing quarterly meetings with Transport for London and Public Transport Liaison:</p> <ul style="list-style-type: none"> Transport for London/London Councils provide outcomes of inclusion of older people's needs in their driver training using customer feedback and complaints and bus companies monitoring of staff behaviour 	TfL resources	Local NI 175: Access to services and facilities by public transport (and other specified models) Target: TfL data not yet available. Targets to be set at year 2 refresh	Malcolm Smith , Transport Planning Manager, HC	Improved quality of life
9.4 To implement the borough wide strategy to improve access to public conveniences across the borough				
<p>9.4(i) Pilot a Community Toilet Scheme to encourage cafés, pubs, etc to let the public use their toilets without obligation:</p> <ul style="list-style-type: none"> Launch of 18-month pilot 	Within Haringey Council's existing resources	NI 5: Overall/general satisfaction with the local area	Beverley Taylor , Assistant Director, Frontline Services, Urban Environment, HC	Improved quality of life
<p>9.4(ii) Produce and distribute a list of all accessible public conveniences with their opening hours:</p> <ul style="list-style-type: none"> Establish if there is a demand for an easy-to-carry list If demand exists, list to be produced after Community Toilet Scheme pilot is in place 	Within Haringey Council's existing resources	NI 5: Overall/general satisfaction with the local area	Beverley Taylor , Assistant Director, Frontline Services, Urban Environment, HC	Improved quality of life
<p>9.4(iii) Develop a plan for existing unused public conveniences based on outcome of the Community Toilet Scheme pilot:</p>	Within Haringey Council's existing resources – may be cost-prohibitive to refurbish	NI 5: Overall/general satisfaction with the local area	Beverley Taylor , Assistant Director, Frontline Services, Urban Environment, HC	Improved quality of life
<p>9.4(iv) Install accessible toilets in three more public libraries – Highgate, Alexandra Park and Stroud Green</p>	Within Haringey Council's existing resources	NI 5: Overall/general satisfaction with the local area	Dinesh Kotecha , Head of Property Services	Improved quality of life

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OUTCOME 10: MAKING THE MOST OF YOUR INCOME
To enable older people to maximise their income

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
10.1 To ensure that comprehensive pensions advice is widely available				
10.1(i) Continue to promote information about accessing good quality and reputable independent financial advisors to older people: <ul style="list-style-type: none"> • List appears in Older People’s Guide (see also 2.2i): www.haringey.gov.uk/opguide-money.htm • Identified contact for ensuring that information is updated regularly or at least once a year (see also 2.2i) • All financial advisors are FSA accredited • List to include names, contact details, and the full range of services available 	Within Age Concern’s existing resources [Robert Edmonds to check w Cllr B Harris on funding to renew/print OP Guide]	NI 14: Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	Robert Edmonds , Director, Age Concern Haringey	Economic well-being
10.1(ii) Continue to distribute ‘The Pensioners Guide’: <ul style="list-style-type: none"> • Finance Assessment Team liaison with Pensions Service to source the Guide or suitable alternative materials • Mechanisms put in place for effective distribution to older people, service users and non-service users (see Goal 2) 	Within Haringey Council’s existing resources	NI 14: Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	Marcus Power , Finance Assessment Manager, Social Services, HC	Economic well-being
10.2 To provide comprehensive advice on the full range of benefits and entitlements and increase take-up of these				
10.2(i) Develop the <i>Claim It</i> campaign to further strengthen the local working partnership between the Benefits and Local Taxation, Department for Work and Pensions, Job Centre Plus, Employment and Skills Team, Finance Assessment Team, voluntary sector and benefits agency to provide comprehensive benefits services: <ul style="list-style-type: none"> • Include representation from the GP collaboratives • Hold three partnership outreach events per year • Agree timings and focus of events across partnership and well in advance • Consider using community centre venues with support from interpreters • Programme to be organised under “Claim It” branding 	Within <i>Claim It</i> partnership’s existing resources Supporting People - tbc	NI 14: Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	Imelda Mullins , Deputy Director, Age Concern Haringey Jim Brady , Manager, Benefits and Local Taxation, HC Bernard Lanigan , Manager, Older People’s Assessment and Care Management, HC Mathew Pelling ,	Economic well-being

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To enable older people to maximise their income

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> • Expand and monitor outreach by Supporting People floating support services year on year • Work with Benefits Policy Analyst at CAB to investigate a holistic approach across the partnership • Share knowledge and skills to make the most effective use of general and specialist benefits knowledge and services, including where to refer people and help with completing forms • Establish which organisations coordinate which services across the borough, when and where and mechanisms for distributing information • Establish list of advice workers and what community languages are offered • Create checklist to ensure all relevant groups within partnership are kept informed and advised of updates • Analyse feedback to evaluate 			Commissioning Manager, HC	
10.2(ii) Lobby central government about inflexibility of tax credit/benefits system for older people	Within HFOP's existing resources		Manuela Toporowska, Age Concern Development Officer	Making a positive contribution

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