

Appendix 1

Feedback from Consultation Haringey's Older People's Housing Strategy 2011-2021

Purpose of consultation:	<ul style="list-style-type: none"> • To gather feedback from partners and older people about the Older People's Housing Strategy. • To ensure that information and data has not been missed • To help form and agree priorities and identify timescales
Methodology:	<p>Through a consultation group (partners, older people and Council staff) we developed a plan that used a range of methods to ensure that we involved as many people as possible. These included:</p> <ul style="list-style-type: none"> • Articles in local newspapers, Haringey People and Homes for Haringey's newsletter - Homezone • Published on Haringey Council website • Direct mailing of 900 summary copies plus article to members of Haringey Forum for Older People • Haringey Forum for Older People AGM which focussed on the strategy • Meetings with older people – both social rented tenants and owner occupiers • Half day consultation event for partners and older people <p>We talked directly with over 250 older people and 20 organisations who have direct contact with this client group. We received 6 letters, 2 emails and 9 phone calls giving feedback.</p>
Findings:	<p>Overall comments</p> <p>Overall comments were generally very supportive of the strategy and that older people felt they were being listened to. Comments included 'I really feel the Council is listening to us' and 'we know there is no money but there are things we can do to improve older people's housing which won't cost much that this strategy promotes'.</p> <p>Older people also felt the strategy was easy to read without being over complicated and used plain English. They also told us they liked it being in a larger font.</p> <p>Consultation supported the main findings of the strategy and through discussion we were able to refine these into key actions to implement the Delivery Plan.</p>
What does this mean for us?	<p>The findings clearly indicated that the research that went into the strategy was correct. Also by using the annual housing conference before the strategy commenced this helped shape the initial draft strategy thus saving time.</p>

How were results communicated	<p>The results of the consultation will be available on Haringey Council's website and sent to relevant groups. The findings from the specific half day consultation event have already been sent to attendees.</p> <p>This consultation report will also be added as an appendix to the reports to Cabinet, Integrated Housing Board and Overview and Scrutiny Committee seeking approval for the strategy.</p>
Issues/learning points:	<ol style="list-style-type: none"> 1. Having a specific consultation sub-group of the Strategy Development Group ensured the consultation was wide ranging and involved all groups of older people and organisations. This sub group were able to suggest contacts that were not known to the Council and by sharing the administration and organisation meant that the consultation was more wide spread than if Council Officers alone arranged it. 2. That time needs to be given when consulting with older people and consideration given to potential conflict when planning new services that may impact on current service delivery. This is not to say that this should not happen but how it is approached needs to be considered. 3. To make sure the consultation is undertaken in the correct way for the client group. For this Older People's Housing Strategy we planned at the outset that more Officer time would be required as we knew that older people wanted to discuss the issues with staff and not rely on email and internet to do this 4. That the strategy needs to be printed in a larger font. This was well received by older people. We also produced it in size 22 font for those with limited sight.
For further information, please contact:	<p>Rosie Green, Housing Strategy and Partnerships Manager 020 8489 4526 Rosie.green@haringey.gov.uk</p>
Dates of consultation:	1 st October 2010 – 7 th January 2011
Ward/ neighbourhood affected?	All Wards affected