



Experience Counts:

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

Action Plan 2005-2006

October 2005

Please note: The most relevant performance measures (PM) have been selected. Other PMs may also apply and new indicators are introduced regularly.

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GOAL 1: BEING RESPECTED: To ensure that older people are respected and valued					
1.1 To promote and encourage appropriate respect of all older people					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Ensure that all Haringey publications have positive images of older people (Communications will attempt to commission these illustrations/ photographs regularly to ensure a good stock of images that reflect older people positively.)	1	Within existing resources	Include on publications checklist (Whenever appropriate, council publications, and website, that have illustrations/ photographs, will carry positive images including older people)	Charles Skinner, Head of Communications	Standing instruction in place since launch of Experience Counts to use every opportunity for images of older people in publications including flagship Haringey People, sent to every home in the borough. New series of positive photographs of older people commissioned.
ii) Put in place revised standards of customer care for working with older people at all major access points	1, 2, 6	Within existing resources	All staff receive training on new standards of customer	Jane Waterhouse, Head of Customer Services	All 4 CSCs are fully DDA compliant, this includes wheelchair access and hearing loops. Information regarding the queue is given both visually and aurally

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throughout the borough			care. (Training for new staff is part of their induction)	Diana Edmonds, Head of Libraries, Archives & Museum Services	The 4 CSCs are located across the borough to increase the number of access points available. In addition to this, the Call Centre is open from 08:00 – 18:00 Monday and Friday and 08:00 – 20:00 Tuesday – Thursday. Residents in Sheltered Housing can phone the Repairs Freephone number to have their repairs logged. Training on these issues is included in induction training on site. Diana: Not yet achieved, Awaiting feedback from Customer Focus (Action: Chris McLean) A rolling programme over 3 phases comprising of various levels of adaptations (ramps, accessible wc facilities, wheelchair lifts, hearing

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					loops etc) in over 80 Council properties over all aspects of the councils services and to benefit all service users. Over 50% complete
iii) Use the checklist for service planning to improve services for older people	1	Within existing resources	Ensure that checklist for service planning is in use by HC and HTPCT and monitor on annual basis	Jane Waterhouse, Head of Customer Services Eve Pelekanos, Head of Performance, Omar Ralph, Senior Development Officer Equalities and Diversity, HC Siobhan Harrington, Director of Primary Care,	As all new services are implemented, consideration is given to older people to ensure their needs are catered for. Checklist distributed to unit managers as part of business planning process. Monitoring of its use to be undertaken.

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				Commissioning and Clinical Services	
iv) Review the role of the Older People's champions	1	Within existing resources	Champion's role reviewed and agreed by Older People's Partnership Board	Mary Hennigan, Chair of Older People's Partnership Board	The role of champions has been discussed at length and, in lieu of renewed national NSF guidance on this subject, the Partnership Board has agreed its own, broader definition of an older people's champion.

1.2 To increase opportunities for the involvement and representation of older people in the decision making process					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Review role of the Older People's Partnership Board to ensure representation across all services of	1	Within existing resources	Terms of reference updated	Mary Hennigan, Chair of Older People's Partnership Board	Widen membership of Partnership Board to include champions from a range of Council Departments and other agencies. Terms of reference to be updated along with this review.

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older people in decision making process					
ii) Develop a Haringey-wide strategy for involving older people which ensures that a large cross section of different voices are heard	1, 4, 28	Within existing resources	Strategy developed and clear lines influencing decision making established across all partners	Mary Hennigan, Assistant Director, Older People's Services, HC	A Community Strategy Consultation Rationale and Plan has been drafted which outlines the objectives which the Haringey Strategic Partnership will commit to in the consultation phases of the Community Strategy. This will bring together existing approaches to consultation for all groups (including older people) into a corporate, Haringey-wide strategy.
iii) Provide support for Older people's groups e.g. Haringey Forum for Older People	1, 4	Within existing resources with additional funding through neighbourhood schemes	Older people's groups continue to meet regularly and contribute to service planning	Jerome Douglas Older Peoples Services, HC Manuela Toporowska, Age Concern Development Officer, Neighbourhood management	HFOP continue to be funded by Council via NRF grant. Council and PCT represented at all HFOP meetings (including focus meeting on "Respect and Dignity" on 28/03/06). HFOP members attend Older People's Partnership Board. Since it began in 2002, HFOP has

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				staff	grown to include over 500 members. It has consulted on a number of issues (including transport, money matters, community safety and hospital care), and in 2005/06, open meetings have been held to discuss Active Ageing and Respect and Dignity.
iv) Increase older people's attendance at Area Assemblies	1, 28, 32, 33, 64, 67	Within existing resources	Increased older people's attendance at Area Assemblies	Bob Goldsmith, Neighbourhood Development Manager, HC	In the 2005/2006 round of Area Assembly meetings, promotion of the meetings was extended in order to engage harder to reach groups. All of Haringey's Libraries are now sent A1 size posters to put up on their notice boards, and all of the resident groups and 'friends of parks' groups (which traditionally have a large older person memberships) are invited to the meetings. Whilst we do not currently monitor the success of promotional activities, overall Area Assemblies proportionally have a high attendance by older people. However we recognise that more needs to be done as a whole to encourage more residents to attend the assemblies and

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					this will be a key responsibility of the Area Assemblies Coordinator, a new post which is currently being recruited for.
v) Provide support to enable older people to get involved through the provision of interpreters, transport etc.	1, 28	Within existing resources	Ensure strategy in 1.2 ii) includes support to older people	Mary Hennigan, Assistant Director, Older People's Services, HC	Strategy not yet in place, but transport and interpreters are provided at events such as Safer Sixties, HFOP open meetings, Home Care User Satisfaction Survey.

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i) Develop age equalities performance indicators	64	Within existing resources	Performance Indicators developed and surveys show	Business Unit Managers, HC	A fuller response from all business unit managers is required for 2006/07. However, some EPIs coverage, but a

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			improved satisfaction with services		fuller review of what services could include would provide more comprehensive information on Council services to Older People A fuller review of age EPIs across all services is needed. The checklist for business planning is a useful tool which needs better promotion. OD&L are currently reviewing training course application forms to see how this indicator may be included Customer Services Satisfaction in the Telephone Survey amongst customers 56 and above to be at or above the overall average.

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					<table border="1"> <tr> <td colspan="3"> Customer satisfaction – Customer services </td> <td rowspan="5"> Since upgrading our systems we are working to improve customer profiling and to ensure that this matches Haringey demographics. Age Equalities PIs developed in Environmental Services for Roads and Pavements - % over 60s satisfied (up 6% from 23% in 2003/4 to 29% in 2004/5), and Increasing overall satisfaction whilst reducing the difference between age groups for Parks, Sports and Leisure, and Street Lighting. HALS new MIS system from Sep05 in </td> </tr> <tr> <td>Date</td> <td>Over all %</td> <td>% of those 56+</td> </tr> <tr> <td>2005</td> <td>77.1 %</td> <td>81.3 %</td> </tr> <tr> <td>2003</td> <td>72.2 %</td> <td>76.1 %</td> </tr> <tr> <td>2002</td> <td>74.5 %</td> <td>78.9 %</td> </tr> </table>	Customer satisfaction – Customer services			Since upgrading our systems we are working to improve customer profiling and to ensure that this matches Haringey demographics. Age Equalities PIs developed in Environmental Services for Roads and Pavements - % over 60s satisfied (up 6% from 23% in 2003/4 to 29% in 2004/5), and Increasing overall satisfaction whilst reducing the difference between age groups for Parks, Sports and Leisure, and Street Lighting. HALS new MIS system from Sep05 in	Date	Over all %	% of those 56+	2005	77.1 %	81.3 %	2003	72.2 %	76.1 %	2002	74.5 %	78.9 %
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					place that can provide data on: <ul style="list-style-type: none"> Improved Number of enrolments and learners across 50-59,60-69,70-79 & 80yrs + groups No. of qualifications achieved Individual learning plans indicate evidence of positive learning experience. HALS are also Piloting a new learner satisfaction survey May 06 Workforce is measured by Age currently Sickness and Turnover Rates will be measured by Age from April 06	
ii)	Develop an action plan to identify key areas of work to ensure that older people receive	3	Within existing resources	Older People's Health Equity Audit carried out (March	Ann Marie Connolly, Director of Public Health,	Task not completed.

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equal treatment from local health services			2007) and Action Plan developed	HTPCT	
iii) Monitor age breakdown of staff in employment and training	15, 68	Within existing resources	Annual report of age breakdown of staff in employment and training to Joint Strategy and Performance Group December 2005 and June 2006	Omar Ralph, Senior Development Officer Equalities and Diversity, Philippa Morris, Head of Organisation Development Joanne Williams- Assistant Director of Human Resources, HTPCT and Learning, HC Steve Davies,	This is not yet in place in ODL but will be put into practice alongside the development of EPIs. Workforce is measured by Age currently. Sickness and Turnover Rates will be measured by Age from April 06 Training data is being improved and will be collected later in the year.

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				Human Resources, HC	
iv) Prepare for the forthcoming Age Equalities legislation	68	Within existing resources	Preparations complete by October 2006	Omar Ralph, Senior Development Officer Equalities and Diversity, HC Steve Davies, Human Resources, HC Clive Martinez-Director of Human Resources, HTPCT	The Equalities unit worked with Human Resources and Organisational Development and Learning together to meet this action point in three primary ways:-- a) to research out and update the current HR policies and procedures in order to comply with the legislation b) to inform staff of the expected changes and also confer with them on their views of the elements of the new procedures where the Council has discretion on how to apply them. 3 Seminars were held in 2004 and 2006 c) to keep abreast of national deliberations and guidance and take part in consultations around the form of the proposed Age Equality legislation and guidance documents. The

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					Equality unit feeds back to the others through its contact with the Employers Forum on Age. d) Report on age equality went to General Purposes Committee in March 2006 and was agreed.
v) Develop Trans-Age Action programme which provides inter-generational volunteering opportunities linking older volunteers with schools	28, 64, 67	<ul style="list-style-type: none"> • Within existing resources up to May 2006 • With continuation funding to be sought. 	<ul style="list-style-type: none"> • At least 4 Trans Age Action recruitment & training courses by March 2006 • Establish group of 25 volunteers in placements with young people • Ensure 	Robert Edmonds, Director Age Concern, Haringey Len Weir, Service Manager, OPS	There has been an inter-generational project in progress in Willoughby Road Older Persons Drop-In Centre (OPDIC) for the past 5-6 years. The OPDIC has a partnership with a local primary school, Belmont School in Rusper Road, N22 with Year 5 and 6 pupils, between ten ages of 10 and 11. This is designed to happen before their secondary transfer. Small groups of pupils come to the OPDIC every couple of months and spend a couple of hours in a supervised environment, discussing relevant aspects of their course work with clients – e.g.

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			placements are spread across educational and community settings		<p>what it was like in the War. The clients also spend time with the pupils asking them to explain what subjects they are involved in in school.</p> <p>Clients from the OPDIC are regularly invited to Belmont in small groups to take part in the life of the school, e.g. cultural events and concerts, Christmas events, Harvest festival and so on. This relationship has been so valued by the school that it has continued although the Head Teacher has changed during its duration. This relationship is valued on both sides for reasons beyond fulfilling the requirements of the curriculum. The older people greatly value their contact with children, as they frequently have sparse family networks due to family mobility and for other reasons. The children gain a huge amount from focussed interaction with older people in a way not duplicated elsewhere in their</p>

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					lives. At Age Concern, the number of TransAge volunteers has exceeded targets with 40 (including May 06 recruits). These recruits are now being trained and placed. Application for 3rd year of this programme submitted to Bridge House Trust (May 06). Placements have been successfully secured across a range of school (12 primary / 2 secondary) and family centre (1) and community settings (2)

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2.1 To ensure that quality information is available throughout the borough					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Increase delivery of “quality marked” independent information and advice services	45	Community Legal Services Partnerships	6 of organisations receiving “quality mark”	Stanley Hui, Director- Haringey Association of Voluntary and Community Organisations (HAVCO)	Since the programme was launched HAVCO has delivered 20 trainings to prepare voluntary and community organisations including organisations that target services to older people to work towards CLS quality mark. Actions for 2006/08 include running further workshops for VCOs who are interested in working towards the quality mark, and to carry out health checks for organisations wanted to work towards quality mark and identify 10 organisations that could be capacity-built to apply for QM.
ii) Co-ordinate a calendar of events of interest to older people	64, 67	Within existing resources	<ul style="list-style-type: none"> Older people involved in production of calendar of events Calendar publicised by March 2006 	Mary Hennigan, Chair Older People’s Partnership Board	Calendar of events has been drafted, and will be presented to the next meeting of the Older People’s Partnership Board and put on the web.

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iii) Provide wide-ranging information at Customer Service Centres, libraries and other points throughout the borough	63, 64,	Within existing resources	<ul style="list-style-type: none"> At least 20 drop in sessions are held Attendance at drop ins increased by at least 10% in 2005-2006 Increased satisfaction in Residents' Survey and Patients' Survey Plan information event for October 2006 to coincide with United Nations Day for Older People (on 1st Oct) 	Jane Waterhouse, Head of Customer Services Diana Edmonds, Head of Libraries, Archives & Museum Services	<ul style="list-style-type: none"> Drop in sessions (in excess of 20) now being held in a number of libraries including Wood Green and Marcus Garvey. Attendance has increased in excess of 10% Increased levels of satisfaction have been recorded in the Residents Survey Major information events being held throughout the year, targeting health issues (under branding of Libraries for Health) 1st October Older Persons Event planned <p>Surveying on the provision of leaflets and information in Council reception points is part of the Corporate Reception Points Survey to be held late 2006.</p>

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					Wide-ranging information is available in all CSCs in the form of leaflets and booklets
iv) Organise Safer Sixties events to keep older people informed	64	Funding through Partnership Funding from the Servicing Group under SCEB	<ul style="list-style-type: none"> Improved attendance on last years event More diverse attendance of older people 	John Brown, Borough Commander, London Fire Brigade	<p>A very successful Safer Sixties event was held over two days in November and December 2005. Unlike in previous years, where information had been disseminated largely through leaflets, this event took the form of a musical play.</p> <p>Approximately 400 older people attended the event, well in excess of previous years. Transport was available for those who required it, and the event was widely advertised.</p> <p>Older people who attended the performances said that they enjoyed them, and found them a more successful way of getting the message of community safety across.</p>

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					Older People's Services have taken over the coordination of Safer Sixties from the Fire Brigade, and a multi-agency steering group has begun planning for a similar event in 2006 (probably to be held sometime in September).

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2.2 To ensure that information is accessible up to date in different formats (including paper, online and in community languages)					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Encourage the active involvement of older people in the production of "Your guide to local services : services	64, 67	Within existing resources	Action plan developed for involving older people	Robert Edmonds, Director Age Concern, Haringey	The work on producing an updated printed version of the Guide is outstanding. However, a summarised 10-page version of the Guide was produced in 2005 for staff across the Council.

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for older people in Haringey 2004" (known as the 'The Guide'), and promote its use via both paper and web versions.					Discussions are now beginning around the publication of a new Guide, and an updated web version. An action planning group has been organised for May 2006 to progress. Older people continuing to submit feedback evaluation forms which will help inform draft action plan.
ii) Develop the council's website to improve access to information for people aged 50 and over	63	Within existing resources	Older People's pages covering 10 goals of strategy and establish links to relevant websites such as HTPCT	Liz Marnham, Information Management Officer, HC	Currently looking at developing a webpage which sets out the goals in Experience Counts, and provides contacts / information a la "Your Guide to Local Services". This will be a resource for older people, their carers and staff. An action planning group has been organised for May 2006 to progress.
iii) Increase online	63	Within	A wider range of	Liz Marnham,	Updates have been made to online

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information about services for people aged 50 and over		existing resources	information available on services for older people	Information Management Officer, HC	<p>version.</p> <p>Proposal has been costed with most of the funding identified for paper version. Negotiations with HTPCT regarding 'maintenance' of online version and funding contribution for second edition.</p> <p>Engagement of LBH website manager to ensure wider availability of 'The Guide' via Council website.</p>
iv) Ensure information about how to complain about Council and health services is regularly updated and publicised	3	Within existing resources	Complaints information regularly updated and publicised and used to inform service development	<p>Ian Christie, Corporate Complaints Manager, HC</p> <p>Keith Gardner, Complaints' Manager, HTPCT</p>	<p>Updated Council and PCT complaints leaflets issued.</p> <p>Website and intranet updated.</p> <p>New statutory timescales are to be introduced. The website will be updated when these come into effect.</p>

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GOAL 2: KEEPING INFORMED: To ensure that older people have accurate information on which to base their decisions					
2.2 To ensure that information is accessible up to date in different formats (including paper, online and in community languages)					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
v) Improve the quality and availability of information for carers	64	Within existing resources	<ul style="list-style-type: none"> Carers' handbook Information folder developed Information sub-group of Carers' Partnership Board filling gaps GP practices signposting carers to services 	Karen Reilly, Assistant Director, Adult Services, HC Siobhan Harrington, Director Primary Care, Commissioning and Service Provision, HTPCT	<ul style="list-style-type: none"> Information folder produced Leaflets and posters distributed to GP surgeries Information available in translation on web-site GP protocol to be reviewed New Carers Handbook to be commissioned

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GOAL 3: STAYING HEALTHY: To promote healthy living					
3.1 To keep older people informed about their choices for a healthier lifestyle					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Provide advice on healthy eating to older people in their own community languages	9, 10	Within existing resources	<ul style="list-style-type: none"> Community Nutrition Assistant role established (April 2006) Through ethnic monitoring information review on annual basis the need to establish specialist services and seek funding streams where appropriate 	Fiona Yung Service Manager Nutrition & Dietetics, HTPCT	<p>Advice is provided in 60 languages.</p> <p>The establishment of a Community Nutrition Assistant post is dependent on securing NRF funding. A decision will be around this shortly.</p>
ii) Develop role and identify resources for	9, 10	Within existing resources	<ul style="list-style-type: none"> Develop programme of work within 	Fiona Yung Service Manager Nutrition & Dietetics,	Council's Food Plan has been agreed, with seven key areas for policy change – a working group has been set up to

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GOAL 3: STAYING HEALTHY: To promote healthy living					
3.1 To keep older people informed about their choices for a healthier lifestyle					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
specialist dietician for older people			primary care dietetic service to support the needs of older people. <ul style="list-style-type: none"> • Ensure older people's needs are recognised in the Obesity Strategy, • Revise food and nutrition strategy (March 2006) 	HTPCT	implement these changes, and to decide how this will fit with the Council's Anti-Poverty Strategy. Project to conclude September 2006. Reorganisation of primary care component within PCT will seek to provide a more focused dietetics service for older people.
iii) Develop the sexual health strategy	9, 10	Within existing resources	Older people's sexual health needs included in strategy	Patrick Dollard - Sexual Health Manager HTPCT	Haringey Sexual Health Strategy was developed through and extensive consultation exercise. It aims to develop an integrated network of sexual health services focusing on and putting at its centre, the needs of local residents. It is underpinned by needs assessment and is

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GOAL 3: STAYING HEALTHY: To promote healthy living					
3.1 To keep older people informed about their choices for a healthier lifestyle					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					supported by a clinical subgroup and a prevention subgroup – both of which will report directly to the Sexual Health Partnership Board.
iv) Roll-out of walking programme, including library walkers groups	9, 21	Within existing resources	10% Increased numbers of over 65s involved in all programmes	Lead for Physical Activity & Obesity HTPCT	All organised walking activity has been through PCT or Library organised/supported activity. A project to link walking projects, including PCT (more walk leaders to be trained, more walks to be organised), BTCV (organised nature walks), Transport Planners (Local Plan for walking), Better Haringey (Trail Maps / environment improvements), Parks Dept (for local and more testing routes), Health for Haringey, Libraries and Age Concern is underway.
v) Roll-out of Fit for Life courses	9, 21	Within existing resources	10% Increased numbers of over 65s involved in all programmes	John Morris - Assistant Director, Recreation Services, HC	Fit for life and health for Haringey projects continue to be run across the borough.

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GOAL 3: STAYING HEALTHY: To promote healthy living					
3.1 To keep older people informed about their choices for a healthier lifestyle					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
				Ann-Marie Connolly, Director of Health Improvement, HTPCT	30 new Health for Haringey projects this year, target over 18s – 80s
vi) Promote smoking cessation services	9, 11	Within existing resources	Increased numbers of over 65s involved in all programmes	Stephen Deitch, Head of Medicines Management and Unscheduled Care, HTPCT	During 05/06, 476 older people accessed the smoking cessation service via a community advisor, of whom 399 quit within four weeks. A further 27 people attended group treatment with specialist advisors (recommended for the more heavily dependent smoker), and of these 20 quit within four weeks.
vii) Implement alcohol strategy	9, 10	Within existing resources	Older people's needs included in strategy	Marion Morris, Drug and Alcohol Partnership Manager	Older people's needs are included in the Alcohol Strategy, and these issues will be explored further by the Drug and Alcohol Board.

3.2 To encourage older people to use leisure services and take up recreational opportunities

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Increase the range of activities for people aged 50 and over at Tottenham Green Leisure Centre	21, 66	Within existing resources plus bids to external funds	A wider range of activities available. Increased use and user satisfaction	Nigel McArthur Business Development Manager and Centre Management, HC	Chair based exercise classes starting in June 06. New gyms will build on popularity. Work with PCT to build popularity of Fit for life expand programme on offer. Currently 161 active gym members of new gyms joined since Jan 06. Over 65's holding gold cards 2072.
ii) Investigate developing recreational activities for people aged 50 and over	65, 61, 60	Within existing resources	Recreational activities established	Nigel McArthur Business Development Manager and Centre Management, HC	Walking (plus jogging and cycling for the more active) routes being collated together, developing organised walks with Neighbourhood Management and PCT. All to be promoted via libraries, one stop shops, health centres.
iii) Create more courses at all the leisure centres which focus on relaxation and mobility	21	Within existing resources plus bids to external funds	A wider range of activities available. Increased use and user satisfaction	Nigel McArthur Business Development Manager and Centre Management, HC	Chair based activities & daytime yoga classes to be introduced.
iv) Establish a GP referral scheme in partnership	10	Within identified additional resources for	130 projects established	Tim Hoyle, Health for Haringey project, Age Concern Haringey	Project remains in development stage.

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3.2 To encourage older people to use leisure services and take up recreational opportunities					
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with the HTPCT at Tottenham Green Leisure Centre, Park Road Pools, and New River Sports Centre (as part of Healthy Haringey Strategy)		project			
v) Promote the Eazy card concessions for older people at each leisure centres' 2005 community open day	10	Within existing resources	15 % increase take up of Gold Eazy card by 2008	Nigel McArthur Business Development Manager and Centre Management, HC	Gold Eazy card @03/05 2110 Gold Eazy card @03/06 2089 – downturn explained by introduction of expiry dates to memberships. Gold eazy card created this year 467
vi) Improve information about local leisure services for older people including distributing	64, 63	Within existing resources	15 % increase take up of Gold Eazy card by 2008	Nigel McArthur Business Development Manager and Centre Management, HC	As part of the consultation exercise around Active Ageing carried out by the Council, PCT and HFOP, information was disseminated to members of HFOP and their satellite groups.

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3.2 To encourage older people to use leisure services and take up recreational opportunities					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
literature to older peoples' organisations and groups					Outreach planned at sheltered housing & work will commence with age concern year 06-07
vii) Run physical activities sessions such as line dancing and chair-based exercises in a range of settings, including libraries, community centres and day centres	61, 60	Within existing resources	4 sessions run per year	Diana Edmonds, Head of Libraries, Archives and Museum services, HC	Wide range of events across all 9 libraries being held under the Libraries for Health branding. Tai chi group, run through Age Concern Haringey, performed at the launch of Experience Counts, and a picture of the performance featured in Community Care Magazine. Chair-based exercise sessions held as part of Haringey's National Falls Prevention Day, held in July 2005.

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GOAL 3: STAYING HEALTHY: To promote healthy living					
3.3 To strengthen mental health services for older people					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Increase GP access to memory service for people with early stages of dementia through training and posters for GP surgeries	30, 73, 75	Within existing resources	Awaiting National Institute Clinical Excellence guidance winter 2005	Alan Beaton, Acting Service Manager Older People's Mental Health Service, Barnet, Enfield and Haringey Mental Health Trust	Enhanced function of clinic in October 2005 to assessment and diagnosis. Provides early intervention in dementia. Away Day on 8 th May 2006 to plan next stage of development. Still await NICE guidance on prescribing of anti-dementia treatments
ii) Develop ongoing training programmes for primary care staff on the detection, care and treatment of older people with depression and dementia	30, 73, 75	Within existing resources	<ul style="list-style-type: none"> 2 training courses run around borough be end of 2005 training for 80 staff in 2006 	Alan Beaton, Acting Service Manager Older People's Mental Health Service, Barnet, Enfield and Haringey Mental Health Trust	New nursing posts of Modern Matron & Consultant Nurse currently being recruited to. These posts will lead training programme. This element will slip to 2007.
iii) Develop Community Mental Health Teams in the	73, 75	Requires £100k to develop and enhance team	<ul style="list-style-type: none"> Integrated health and social care 	Tom Brown, Commissioning Manager, Haringey Council	Progress is being made and a structure agreed. Funding concerns may delay the integration of the teams following withdrawal of PCT

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GOAL 3: STAYING HEALTHY: To promote healthy living					
3.3 To strengthen mental health services for older people					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
East and West of the borough			staff with Community Mental Health Teams <ul style="list-style-type: none"> • Co-located by May 2006 		monies for OPMH Teams significantly under-resourced and require funding to integrate and to develop new ways of working
iv) Co-locate and integrate Community Mental Health Teams	73, 75	Requires £350k capital	<ul style="list-style-type: none"> • Integrated health and social care staff with Community Mental Health Teams • Co-located by May 2006 	Alan Beaton, Acting Service Manager Older People's Mental Health Service, Barnet, Enfield and Haringey Mental Health Trust	Healthcare commission performance indicator. D1 base at St Ann's identified as CMHT base. Requires £350k capital. Bids have been submitted to MH Trust and Council. Preliminary drawings have been prepared. CMHT project group is up and running and project plans are in place. Agreed for team to undertake the team development programme with the London Development Centre in September 2006.

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GOAL 4: BEING ACTIVE:					
To create opportunities for being active including getting involved, volunteering, socialising and life long learning					
4.1 To promote volunteering opportunities led by older people					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Identify worker/volunteer to project manage Age Resource Desk	67	Within existing resources	Worker/volunteer identified by December 2005	Robert Edmonds Director, Age Concern Haringey	Initiative deferred pending longer term resource commitment.
ii) Recruit, train and support volunteers	67	NRF	5 additional volunteers recruited and placed each year	Robert Edmonds Director, Age Concern Haringey	NRF Out and About project funding secured for 2006/07. Volunteer recruitment exceeding target. and successfully trained / placed across an increased range of roles.
iii) Develop health mentoring volunteering roles led by Age Concern Haringey	67	Within existing resources	Recruit, train and place 10 health mentors in community settings	Robert Edmonds Director, Age Concern Haringey	Health for Haringey (managed by Age Concern Haringey) has trained first health mentors.

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GOAL 4: BEING ACTIVE: To create opportunities for being active including getting involved, volunteering, socialising and life long learning					
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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					POPP application to DOH (to be submitted May 06) includes mention of expanding health mentoring.
iv) Identify funding to develop the befriending service	67	Within existing resources	<ul style="list-style-type: none"> Funding identified by March 2006 – NRF continuation funding pending Number strained and people helped to be identified once funding agreed 	Robert Edmonds Director, Age Concern Haringey	Funding for befriending project secured through NRF continuation funding to March 07. Volunteer recruitment exceeding target. and successfully placed to befriend older people at risk of social isolation.

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GOAL 4: BEING ACTIVE: To create opportunities for being active including getting involved, volunteering, socialising and life long learning					
4.1 To promote volunteering opportunities led by older people					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					Service cited by TimeBank as good practice example of inter-cultural befriending support.

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GOAL 4: BEING ACTIVE: To create opportunities for being active including getting involved, volunteering, socialising and life long learning					
4.2 To create opportunities for getting involved and socialising					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Ensure that Area Assemblies are accessible to older people	1, 28, 64, 32, 33	Within existing resources	Increased representation of older people at area assemblies	Bob Goldsmith, Neighbourhood Development Manager, HC	The neighbourhood management team works hard to identify and use venues for meetings that are in the heart of communities and that are accessible by public transport. In addition, venues that are used are wheelchair accessible and in most cases have an accessible toilet. Information about the assemblies e.g. area assembly newsletters have a translation and access panel included in case anyone would like the information in alternative formats. However, we recognise that (particularly in the winter) older people may be put off from attending area assemblies because of the late start time of 7.30pm. We are keen in the 2006/2007 round of area assembly meetings to pilot more day time meetings: the March 2006 White Hart Lane and Northumberland Park Area Assembly Meeting took place on Saturday lunchtime in Bruce Castle and it

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GOAL 4: BEING ACTIVE: To create opportunities for being active including getting involved, volunteering, socialising and life long learning					
4.2 To create opportunities for getting involved and socialising					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					was very well attended by older people.
ii) Develop opportunities for social activity, involving agencies such as Age Concern Haringey, the Pensions Service and health agencies through running older people's drop-in groups in Haringey libraries	64, 40	Within existing resources	Groups running in three main libraries by 2006	Diana Edmonds, Head of Libraries, Archives and Museum Services, HC	Well established now at Wood Green and Tottenham. New group established at Hornsey library.
iii) Run reminiscence	64, 40	Within existing	At least six groups run by March 2006	Diana Edmonds, Head of Libraries,	Reminiscence sessions are ongoing. Target achieved

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GOAL 4: BEING ACTIVE: To create opportunities for being active including getting involved, volunteering, socialising and life long learning					
4.2 To create opportunities for getting involved and socialising					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
groups around the borough to enable older people to share their life experiences		resources		Archives and Museum Services, HC	
iv) Sustain and develop clubs and groups run for and by older people	64, 66	Within existing resources	Quarterly meetings of club organisers	Robert Edmonds Director, Age Concern Haringey	Schedule of meetings set for 2006.

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4.3 To increase opportunities for life long learning					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Set targets for uptake of Haringey Adult Learning Service (HALS) and College of North East London (CONEL) by older people on free and other courses	64	Within existing resources	300 additional learners over 50 enrolled during this period	Ragi Jones, Acting Curriculum Manager Haringey Adult Learning Services Janet Bywater, Head of Development Projects, CONEL	Monitoring can be carried out by date of birth information held on file, using 10-year age cohorts from 50+ for both HALS and CONEL. Targets are being set. The termly prospectus and information stand is permanently set up in the Central Library. Outreach to older people at other venues is also conducted by HALS. Courses are often commissioned from other groups, or else provision such as facilities is made available to enable agencies to provide classes. This is provided by ODL but take-up has been poor. HALS Sep 05-Apr 06: 467 Enrolments 265 Learners

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					(Significant numbers of learners who are over 50 enrol on HALS learndirect courses. This data is currently unavailable from A4E)
ii) Ensure that information for people aged 50 and over is available in libraries	64, 63, 66	Within existing resources	<ul style="list-style-type: none"> At least 20 drop in sessions are held. Attendance at drop ins increased by at least 10% in 2005/06. Increased satisfaction in Residence Survey. Plan information event for October 2006 to coincide with United Nations Day for Older People (on 1st Oct) 	Diana Edmonds, Head of Libraries, Archives and Museum Services, HC	All activities undertaken or planned. See 2.1.iii
iii) Jointly provide a range of free	64, 66	Within existing	10 groups operating across borough with	Diana Edmonds, Head of Libraries,	Target achieved.

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
classes with University of the Third Age, local craft groups and writing groups in libraries around the borough		resources	60-70 people attending each month	Archives and Museum Services, HC	
iv) Haringey Council to continue to run courses to prepare staff for retirement	78	Within existing resources	2 courses run per year	Philippa Morris, Head Organisational Development and Learning, HC	Last year the Council ran one Planning for Retirement course. However out of 6 applicants, only 4 attended. All delegates rated the course as “highly relevant and excellent” giving a 5 out of 5 score. Feedback was extremely positive: “Much valuable information”; “should be compulsory for all employees as they approach retirement”; “informative and helpful”; “very good “.

4.4 To support the use of computers by older people

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	PERSON RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Extend opportunities for providing computing support to older people	64	Within existing resources	40 taster sessions in libraries per year run by computer librarian	Diana Edmonds, Head of Libraries, Archives and Museum Services, HC	First Byte sessions run in each library at least once each week.
ii) Introduce computers into sheltered housing schemes and residential homes	64, 63	Within existing resources	5 PCs to be installed by March 2006	Robert Holman, Policy and Planning Officer, HC Len Weir, Supporting Housing Service Manager, HC	7 PCs have been installed in Day Centres and Supported Housing. Broadband connections are in place. These PCs are not supported as part of the Council's main IT contract. The service is therefore awaiting connection to a London-wide public access server, LondonLink in order that appropriate protective software can be deployed to prevent virus infections and general misuse. Following connection, a supplier of training for older users and the funding to cost it will need to be identified.
iii) Identify funding to run Information and	64	Within existing resources	10 Courses on offer each year	Pat Duffy, Acting Head of Services, Haringey Adult Learning Services	HALS range of ICT options available to all adults greatly increased, particularly at

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Communication Technology (ICT) courses targeted at older people					beginner levels. This was actioned in response to identified demand from users including 50+ age groups. 2 Customised ICT courses arranged for U3A.
iv) Identify opportunities for the College of North East London (CONEL) to run ICT courses for older people	64	Within existing resources and through identification of additional funding sources	Year on Year Increase in number of sessions specifically targeted at older people 2005-2006	Janet Bywater, Head of Development Projects, CONEL	Due to national funding being rediverted towards education courses for the 16-19 age cohort, a year on year increase for older people at CONEL will be difficult to achieve. However, the Council's Adult Learning Service has 198 ICT learners aged 50 or over.
v) Improve promotion of Haringey Adult Learning Service (HALS) ICT courses to older people and monitor	64	Within existing resources	3% overall increase in enrolments and all services by older learners	Marlon Hayes, Access & Progression Manager, Haringey Adult Learning Services	Approx. 20% increase predicted for 50+ yrs participation in HALS <u>direct delivery courses</u> from Sep05-july 06. (Figs to March 06 indicate 198 learners compared to sep 04-july 05 figs of 215 overall) due to

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uptake of courses					greatly Increased levels of marketing for HALS courses. Greater distribution of termly prospectus, reflecting learner images across a wider age range. Increased levels of community outreach and IAG available.
vi) Promote and further develop Silver Surfers' groups in all libraries	64, 40	Within existing resources	Weekly Silver Surfer groups running in all libraries	Diana Edmonds, Head of Libraries, Archives and Museum Services, HC	Achieved and ongoing
vii) Organise events to celebrate National 'Silver Surfers' Week	64, 40	Within existing resources	Weekly Silver Surfer groups running in all libraries	Diana Edmonds, Head of Libraries, Archives and Museum Services, HC	A variety of activities are planned for the National Silver Surfers Week
viii) CONEL to continue to support Silver Surfers' initiatives including	64	Within existing resources and through identifying additional	Increased number of mobile ICT Bus sessions targeted at older people (number of extra sessions run to be decided when	Janet Bywater, Head of Development Projects, CONEL	CONEL continue to support the Silver Surfers week, though as stated in 4.4.iv, national cuts to adult education mean that targeting older people is more difficult.

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4.4 To support the use of computers by older people					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	PERSON RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
increasing the use of the mobile ICT bus to widen access to computers for older people		funding sources	funding agreed)		Haringey's Libraries run Silver Surfers courses at Coombes Croft, Marcus Garvey and Muswell Hill libraries.

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4.5 To increase the take up of English as a second language classes by older people					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Monitor the take up of Haringey Adult Learning Service (HALS) English for Speakers of Other Languages (ESOL) classes / family learning courses by older people	64	Within existing resources	Increase in enrolments by older learners	Pat Duffy, Acting Head of HALS, Haringey Adult Learning Services	39 Enrolments 32 learners Aged 50+ to end of march 06
ii) Increase the number of older people following ESOL courses at CONEL	64	Within existing resources and through identifying additional funding sources	Increase in enrolments by older ESOL learners (number to be determined once baseline established)	Janet Bywater, Head of Development Projects, CONEL	Because of funding difficulties, there has been no increase during 2005/06. However, as stated in 4.5.i, the issue of increasing overall numbers of older ESOL learners is covered by HALS.
iii) Improve promotion of English for Speakers of Other Languages (ESOL) courses to older learners through community groups	64	Within existing resources and through identifying additional funding sources	HALS publicity distributed via 15 Community Groups	Angharad Claydon, Quality Assurance Manger, Haringey Adult Learning Services	Prospectus distributed to 15 community groups & wider outreach activities /promotional events attended

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**GOAL 5: CHOOSING WORK:
To create opportunities for employment**

5.1 To increase the training and employment opportunities for people aged 50 and over					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Develop the 'EMPLOY framework' to assist businesses to improve the advice and guidance on employment and skills training they provide to older people	15, 68	LDA/ESF funds	Providers understand the needs of older people and offer relevant services (to be confirmed)	Steve Delaney, Operations Director, Urban Futures	<p>The Employ ULV programme, along with its delivery partners, positively promotes employment and training services to all members of the local community including older people.</p> <p>Our diversity monitoring activities, as well as specific guidelines of each of our delivery partners, ensure that no individual is turned away based on their age.</p> <p>Beneficiaries are given advice relating to employment opportunities and available benefits. We also ensure effective tracking and monitoring of individuals as they go through training and secure employment.</p>

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5.1 To increase the training and employment opportunities for people aged 50 and over					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					<p>In terms of attracting the 50+ age group, many of these beneficiaries are referred by Jobcentre Plus. Others are self-referring. Through its Joint Project meetings Employ ULV is in the process of developing a strategy to ensure that appropriate IAG and support is available to older people.</p> <p>Working with employers our job brokerage providers give advice on issues relating to the advertising of positions, as well as offering some basic tips on how to assist specific individuals to settle into their new roles. Employers are also advised to consider work experience or work placements as a method of easing into the employer-employee relationship.</p>
ii) Develop ways to measure the take up of employment and training	15	Within existing resources	Proportion of older work force in HC, HTPCT, Police	Seema Manchanda, Head of Economic	Work with Job Centre Plus to improve co-ordination of job brokerage provision for older people and embed these within

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5.1 To increase the training and employment opportunities for people aged 50 and over						
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES	
courses by people aged 50 and over				Regeneration, HC	Block 4 "Enterprise & Employability" of the Haringey Local Area Agreement.	
iii) Increase promotion of skills development, Information Advice & Guidance and job search activities for HALS courses and services, targeting people aged 50 and over	15, 68	Within existing resources	Increased take up of all services by older learners (number to be determined once baseline established)	Ragi Jones, Acting Curriculum Manager, Haringey Adult Learning Services	See 4.3.i	
iv) Set up the business library in Wood Green Library which will help older people who are looking for work	64	European Regional Development Fund (EDRF)	Business Library set up and offering information	Diana Edmonds, Head of Libraries, Archives and Museum Services, HC	The Business Lounge is now established	
v) Develop ways to	64	Within	Increased number of	Janet Bywater,	As stated above, an increase in	

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5.1 To increase the training and employment opportunities for people aged 50 and over					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
promote vocational courses ¹ at the College of North East London (CONEL) for older people		existing resources and through identifying additional funding sources	enrolments from older people on vocational courses	Head of Development Projects, CONEL	the number of enrolments at CONEL from older people has not been possible because of CONEL's current funding situation. However, ways of promoting vocational courses are being explored.
vi) CONEL to develop projects in partnership with other organisations for older people	64	Through identifying additional funding sources	Development and approval of 1 joint project targeted at older people during the plan period	Janet Bywater, Head of Development Projects, CONEL	Task not achieved.
vii) Introduce policies and promote awareness about working carers and carer-friendly practices for unpaid carers who work for Haringey Teaching Primary	78	Within existing resources	Improving satisfaction rating of respondents to specific question in annual staff survey (HC + HTPCT)	Karen Reilly, Assistant Director Adult services, HC	Flexible Working policy publicised at HC Staff Health Fair Drop in for HC staff who are carers being advertised Carers survey in 2007

¹ This includes vocational courses in construction, care and health, hairdressing and beauty, recreation and trade union studies

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5.1 To increase the training and employment opportunities for people aged 50 and over					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
Care Trust or Haringey Council					
viii) Continue to deliver the "New Deal for over 50s"	15, 68	Within existing resources	Tracking information from Job Centre plus	Pat Mason, Job Centre Plus, North London District	New Deal for over 50s continues to be delivered by Jobcentre Plus, working with other partners.
ix) Continue to provide work placements and supported employment opportunities for older people with disabilities	15, 17	Within existing Workstep contract resources	At least 25% of placements going to older people	Bill Slade, Welfare to Work Partnership Board	Current representation on Workstep of older people at 16.6%. (1 out of 6 participants). There are currently two older people waiting to be processed onto the programme.
x) Run refresher skills services and courses for people aged 50 and over	15, 68	Existing resources and research additional funding opportunities	Depending on funding levels secured, annual targets: 10 Courses run 15 Qualifications 60 episodes of Information Advice & Guidance	Ragi Jones, Acting Curriculum Manager, Haringey Adult Learning Services	HALS ongoing expansion of Skills for Work and ICT range of courses available to all adults. No of quals to be finalised No of IAG episodes-26
xi) Tackle issues of discrimination of people aged 50 and over by	68	Within existing resources	Agree plan to promote role of older people in work force	Steve Davies, Human Resources, HC	Promotion of flexible retirement and working options will be undertaken between now and October 2006.

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5.1 To increase the training and employment opportunities for people aged 50 and over					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
employers, and for the public sector to lead by example				Joanne Williams- Assistant Director of Human Resources, HTPCT	

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GOAL 6: FEELING SAFER: To create safer communities					
6.1 To reduce overall crime					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Ensure every opportunity to inform residents in a safer neighbourhood ward knows how to contact their local police officer	1, 27	Within existing resources	<ul style="list-style-type: none"> • Copy of Haringey Beat sent out with every free newspaper delivery in Borough • Commencing December 2005, to deliver every quarter, in every Safer Neighbourhood Ward a newsletter to be distributed through local public meetings, Neighbourhood Assemblies, Newsagents, shops, Neighbourhood Watch schemes 	Inspector Craig Middleton	“The Beat” and other newsletters circulated so that residents are aware of their local police officer.
ii) Improve lighting in sheltered housing schemes	38	Within existing resources	Improvements made within one month of request	Len Weir, Service Manager HC / ALMO	External lighting has been totally upgraded in one SH scheme. Partial upgrades have been carried out in a number of others to assist in better CCTV images. Links have been established with the Sensory

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GOAL 6: FEELING SAFER: To create safer communities					
6.1 To reduce overall crime					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					Impairment Team in Winkfield Resource Centre to carry out specialist lighting level assessments in areas of concern. Issues of lighting in supported housing is now the responsibility of housing management in the ALMO following the restructuring of the service.
iii) Investigate the use of keysafes for older people	30, 35, 42	Within existing resources	Continued use of keysafes for social services service users	Len Weir, Service Manager HC	Stocks of key safes are kept in Home Care and are used in limited circumstances, where that is the best and most efficient solution to gaining entry to a clients property. Use of key safes will always be on a small scale due to the potential adverse security implications for frail and vulnerable people living in the community and will be following a specific risk assessment, as part of a wider community care plan. Two are currently in use.
iv) Continue Care and Repair	1, 27, 30	Within existing	Less than 0.5% of those who have received services	Steve Fallon, Manager -	During the past year we have visited 279 clients and have experienced

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GOAL 6: FEELING SAFER: To create safer communities					
6.1 To reduce overall crime					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
services aimed at older people who have experienced burglary		resources	are burgled again	Metropolitan Care and Repair	only 1 repeat burglary which is 0.35% of those who have received services from us.
v) Ensure visit by crime prevention officer to people who are repeat victims of crime at their home	1, 27, 30, 42	MPS	Visits to 100% of victims	Chief Inspector Paul Hand. Community and Crime Reduction Team	This is ongoing, with targeted improvements to over 60s with Police linking with Met Care and Repair. All older victims of burglary receive the offer of a visit from a Police CPO or referral to MCR. This is available to all types of tenure. There has been a high level of publicity promoting Crime Prevention initiatives across the borough, again highlighting the work of MCR. This is a key theme in all police publicity (four wraparounds on local newspapers, advertising campaigns in local Turkish, Greek and Kurdish newspapers).

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GOAL 6: FEELING SAFER: To create safer communities					
6.1 To reduce overall crime					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					In addition, the CPU have had display stands at a large number of events across Haringey promoting crime prevention – this includes Safer Sixties and Safer Neighbourhood policing events held in sheltered schemes.

GOAL 6: FEELING SAFER: To create safer communities						
6.2 To make older people feel safer outside their homes						
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES	

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GOAL 6: FEELING SAFER: To create safer communities					
6.2 To make older people feel safer outside their homes					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Introduce safer neighbourhood scheme in the following wards - White Hart Lane, Woodside, Crouch End, Tottenham Green, West Green, Stroud Green, Fortis Green, Muswell Hill and Hornsey	1	Metropolitan Police, NRF funding, Basic Command Unit Fund (BCUF) and Building Safer Communities Fund (BSCF)	Safer Neighbourhoods implemented	Chief Inspector Paul Hand, Community and Crime Reduction Team	There is now a Safer Neighbourhoods presence in all wards, with a full team either in place or being recruited to.
ii) Continue provision of five Street Warden schemes (18 Wardens)	27	<ul style="list-style-type: none"> • Funding until 2006 • Review of scheme and funding to take place by January 2006 	Local PIs to be agreed Warden activity will probably be measured by: <ul style="list-style-type: none"> • enforcement interventions • diversion activities undertaken • patrols completed • attendance at meetings 	Robin Payne Assistant Director Enforcement, Environmental Service, HC	Member scrutiny review and officer review completed. Continued funding has been agreed and service re-launched together with new street enforcement service.
iii) Investigate the possibility of setting up confidence building classes for older	1	NRF, NDC, ODPM, SRB MPS	Identify funding for course	Community Safety Team Community	Routinely carried out via Crime Prevention Officers

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GOAL 6: FEELING SAFER: To create safer communities					
6.2 To make older people feel safer outside their homes					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
people to reduce their fear of crime				Engagement Officer, HC, Chief Inspector Paul Hand Community and Crime Reduction Team	and the annual Safer Sixties event (see 2.1.iv)
iv) Ensure that vulnerable older people have access to good quality advice and support to reduce their risk of crime	1	Safer Communities Unit Building Safer Communities Fund (BSCF) Supporting People	145 support workers to identify risks of crime and support tenants in getting the help they need	Community Safety Team Supporting People Team Met Care and Repair	The anti burglary support project provides immediate practical help and support to any Haringey resident of 60 or over regardless of tenure, who have experienced either burglary, attempted burglary or bogus callers.

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GOAL 6: FEELING SAFER: To create safer communities					
6.2 To make older people feel safer outside their homes					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					MCR provides a comprehensive home visiting service from our co-ordinator providing immediate practical help and support. MCR conducts a full home security audit, engage in role playing and encourage strategies to combat distraction burglary.
v) Provide practical and emotional support to victims and witnesses of crime through Victim Support Haringey	1	Victim Support (VSS)Haringey through NRF & SSCF	<ul style="list-style-type: none"> Fully staffed VSS team Victims happy with support given 	Debbie Tibber Borough Manager, Victim Support Haringey	Emotional support provided to 51 older victims of crime, including robbery, assault, burglary, criminal damage, threatening

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GOAL 6: FEELING SAFER: To create safer communities					
6.2 To make older people feel safer outside their homes					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					behaviour and other crimes.

6.3 To increase security in the home					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Crime prevention officer to work with mobile and housebound library service to make older people aware of confidence tricksters	1, 41	Within existing resources	Visits to 6 sites per year	Diana Edmonds Head of Libraries, Archives and Museum services, HC Gavin Philip - Crime Prevention Officer	Ongoing. Now a regular part of our routine.
ii) Improve security of homes of people over the age of 60 years who have been	41	Care and repair (to be confirmed)	Reduce number of premises that subsequently become	Steve Fallon, Metropolitan Care & Repair anti-burglary	Since the project started in April 2003, MCR has

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6.3 To increase security in the home					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
burgled			repeat victims of burglary	support project	visited 957 clients who have been victims of burglary in their own homes. Only 5 clients have had a repeat burglary. In total, 2,346 individual security items have been fitted free of charge inclusive of labour and materials.
iii) Provide crime prevention advice, run publicity campaign highlighting security options, train Police Community Support Officers and Street Wardens on home security advice	1	Supporting People Funding	<ul style="list-style-type: none"> Publicity campaign completed 20 Community Support Officers trained Crime prevention advice provided to 300 people 	Chief Inspector Paul Hand and Crime Reduction Team	This project is ongoing with more work to be carried out. The target figure of 300 people to receive crime prevention advice was exceeded at the Safer Sixties event.
iv) Provide the Community Alarm service to those who are assessed as needing it	30	HRA	Average response times for dealing with emergency calls does	Jerome Douglas, Strategy and Planning Service	2006/2017 (i.e. 99.5%) calls to Community Alarm

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6.3 To increase security in the home					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
			not exceed 5 minutes	Manger, Older People's services, HC	service responded to within 5 minutes
v) Provide electric timers to residents over 60 to improve their home security	30, 41	NRF funding	500 residents provided with electric timers	Chief Inspector Paul Hand and Crime Reduction Team	Over 3000 timers have been distributed in the last year across Haringey. 1,000 of these have been at events specifically targeted at the 60+ group.
vi) Provide emotional and practical support for the survivors of crime	1	Supporting People Funding	Survivors able to return home sooner and improved confidence avoiding long term hospital/residential care admission	Mathew Pelling Supporting People Programme Manager	The Metropolitan Care and Repair Service run an anti burglary support project for the over 60s, offering immediate practical support and advice to victims of burglary. This includes: - A fast referral system from the Police that

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6.3 To increase security in the home					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					<p>guarantees help within 24 hours</p> <ul style="list-style-type: none"> - An accredited handy person who can address repairs and - The fitting of new glazing, locks, spy holes, letterbox guards, security chains etc. <p>In 2005/06 this service supported 279 burglary victims</p> <p>This service is funded by Supporting People and the Safer Communities partnership</p> <p>The Sixty Plus</p>

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6.3 To increase security in the home					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					Floating support service provides targeted support to victims of crime and in 2005/06 supported 26 older people who had experienced crime or anti social behaviour. The service is currently developing a project with the Council's Anti Social behaviour Team to improve joint working and to enable support being offered to victims at a very early stage in their allegation of ASB.
vii) Distribute smoke alarms	22	ODPM - Home Fire Safety Checks	1200 smoke alarms distributed to older people (400 per year)	John Brown - Borough Commander London Fire	Over the last 12 months, 399 smoke alarms were fitted in premises of people

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6.3 To increase security in the home					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
				Brigade and lead on Safer Sixties	aged 60 or over. This represents 56% of all alarms fitted.

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6.4 To protect vulnerable adults					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Establish quality standards when responding to alleged, suspected or actual abuse of vulnerable adults	62	Within existing resources	Standards established by May 2005	Alan Lambert, Adult Protection Co-ordinator, Practice and Team managers HC	Standards produced in accordance with No Secrets guidance.
ii) Train staff working with people with learning disabilities to be clear about what to do when faced with challenging behaviour	30	Within existing resources	Train all staff are working with older people with learning disabilities by March 2007	Jerome Douglas , Strategy Manager Older People's Service, HC and all service managers in Older People's Services (including Contracts) HC and HTPCT	All staff trained; Challenging Behaviour strategy and guidance in place.
iii) Further publicise our policy and procedures to protect vulnerable adults so that people are aware of where to go to get help	62	Within existing resources	Policy and procedures updated, to include publicity strategy	Alan Lambert Adult Protection Co-ordinator, HC	Publicity produced as part of recent Mental Health Inspection. Over the past year the reporting and investigation of abuse alerts in Haringey have developed in a robust

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6.4 To protect vulnerable adults					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					and effective manner. This is attributable to the development of a strong lead from a multi-agency Adult Protection Committee which now has representation from some 45 agencies. This includes the Area Enforcement Manager of the Commission for Social Care Inspection as well as those from the statutory, private and voluntary sectors.
iv) Review the training and development needs of all staff working with vulnerable adults	62	Within existing resources	Training plan developed by May 2005	Alan Lambert Adult Protection Co-ordinator, HC Organisational Development and Learning, HC	Training for all levels of staff have been a high priority and in the last six months 310 staff have undergone Abuse Awareness Training, management training and in specialist modules in investigating alleged abuse.

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6.5 To promote links and activities across generations to encourage dialogue and respect of older people					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Involve young people at forthcoming Safer Sixties and other events to facilitate better communication across the generations	64, 67	SSCF	Young people included in Safer Sixties events either as facilitators or performers	John Brown, Borough Commander London Fire Brigade and lead on Safer Sixties events	At the Safer Sixties event in 2005, younger people were involved in performing a play about safety in the home – this proved a very successful of getting the message of home safety across. The Planning Group will look at ways to involve younger people in other ways in 2006.
ii) Develop intergenerational volunteering opportunities such as volunteers in schools and family centres	64, 67	<ul style="list-style-type: none"> • Within existing resources up to May 2006 • With continuation funding to be sought 	<ul style="list-style-type: none"> • At least 4 Trans Age Action recruitment & training courses by March 2006 • Establish group of 25 volunteers in placements with young people • Ensure placements are spread across educational and community settings 	Robert Edmonds, Director, Age Concern Haringey	At Age Concern, the number of TransAge volunteers has exceeded targets with 40 (including May 06 recruits). These recruits are now being trained and placed. Application for 3rd year of this programme submitted to Bridge House Trust (May 06). Placements have been successfully secured across a range of school (12 primary / 2 secondary) and family centre (1) and community settings (2)

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<p align="center">GOAL 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</p>					
<p>7.1 To increase access to affordable schemes that provide low level home maintenance and gardening support to all older people</p>					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Develop with Trade Local an approved list of contractors older people can use to help with minor repairs, domestic services and gardening	24, 69	Corporate Procurement Social Services Contracts 60+ floating support service	List developed and publicised	Mathew Pelling Supporting People Programme Manager	Metropolitan Care and Repair have developed an approved list of local contractors and these contractors are subject to rigorous vetting, including CRB checks. The service also assists service users in determining what work is required, drawing up specifications for works and in monitoring the quality of contractor's work. Additional funding is being explored for 2006/07 to extend the service to include domestic services and improve its coverage.

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					This is funded through Supporting People and the Council, as well as a modest charge to service users.
ii) Develop and expand minor repair services	24, 26, 30, 69	Supporting People Met Care and Repair under review	number of older people assisted with minor repairs and gardening to be determined pending funding	Mathew Pelling Supporting People Programme Manager	In 2005/06 128 older people were assisted with minor repairs to their own homes. This has been facilitated via Metropolitan Care and Repair and Supporting People, NRF and the NDC fund the project. A funding bid is being considered by the SP EMB to extend this project in 2006/07 to include replacing fencing, repairing gates, repairing external pathways to prevent falls, providing window

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					cleaning and fitting handrails – The new project will assist 200 older people.
iii) Develop Care and Repair garden services	24, 30	Funding to be identified	To be identified for 2007-2008	Mathew Pelling Supporting People Programme Manager, Steve Fallon Manager Metropolitan Care and Repair	During the past year MCR have provided gardening for 161 households in the NDC and NRF wards. It has also carried out work to 12 carers gardens for Haringey Social Services and have cut and trimmed 338 hedges.

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7.2 To improve the quality of housing, in particular for vulnerable older people who need assistance in keeping their property in good repair					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Publicise information to enable vulnerable older people who are tenants or owner occupiers to access grants to maintain their homes to minimum standard	24, 26, 30, 69	Capital grant funding	Awaiting target information from Geoff Turner x 4227	Steve Russell, Manager Housing Renewal/Direct Response, HC Diana Edmonds, Head of Libraries, Archives and Museum services, HC	Information on our grant policy was available to all residents living in Haringey. In order to achieve this key initiative we have made this material more accessible by making it available to residents through wider council services and also through agencies who work specifically with older client groups e.g. Met Care and Repair, Age Concern etc. Information was also made available at older people's forums and networking groups such as Safer Sixties and Area / ward resident groups. Planned activities for the future will involve preparing new information to inform residents in this client group of the changes to the grant policy and the new financial products available to make their properties decent. This material will be publicised and distributed using our partners and voluntary groups

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					<p>who deal with older vulnerable residents. Extensive consultation is also planned for the development of the Private Sector housing strategy in which this particular client group will be involved. A piece of evidenced based research on many indicators and health determinants effecting private sector housing is currently being carried out. It is envisaged that evidence from this project will allow us to target older vulnerable client groups more appropriately in the future.</p> <p>Information which has been received has been displayed in Libraries</p>
ii) Provide support and advice to vulnerable older owner occupiers on the improvement of their homes through House	24, 26, 30, 69	Within existing resources	Awaiting target information from Geoff Turner x 4227	Steve Russell, Manager Housing Renewal/Direct Response, HC	Eight House Proud equity releases were facilitated by the Housing Renewal Team in 2005/06.

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Proud					
iii) Ensure that the needs of older people are included in the Housing Strategy and Older Person's Housing Strategy	24, 30, 69	Within existing resources	<ul style="list-style-type: none"> Older Person's Housing Strategy developed March 2006 Reflected in Housing Strategy 2007 	Julian Higson, Assistant Director, Housing Strategy and Needs, HC	A comprehensive needs survey of the long-term housing and support needs of older people was completed in 2005/06 and an older persons housing strategy is currently being drawn up based on this.

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7.3 To plan for changing housing needs					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Undertake a survey of older people's housing needs	1, 24, 30	Within existing resources	Survey undertaken and results fed into service plans <ul style="list-style-type: none"> • Survey completed July 2005 • Results fed into Older People's Housing Strategy 	Julian Higson, Assistant Director, Housing Strategy and Needs, HC Mary Hennigan, Assistant Director, Older People's Services, HC	<p>In April 2005, Ridgeway Associates were commissioned by LBH to undertake a borough-wide analysis in order to investigate the current and future need for housing and related support services for older people. They were also asked to comment on potential future delivery options and fitness for purpose over the next ten years. This report covered both Council supported housing stock and that supplied by the RSL and private sectors.</p> <p>Also carried out, in parallel with this piece of work, was a full stock condition survey on all supported housing properties. This was undertaken by Savills and was used to underpin the conclusions and recommendations of the Ridgeway report. The bulk of Council stock was built in the 70's and early 80's and much of it was felt to have relatively poor space standards and</p>

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					probably not to be wheelchair friendly.
ii) Undertake review of sheltered housing services	1, 24, 30	Within existing resources	<ul style="list-style-type: none"> Stock conditions survey for all supported housing completed Housing needs analysis undertaken Action plan drawn up and implemented 	Len Weir, Supporting Housing Service Manager, Older People's Services, HC, ALMO	A full stock condition survey was carried out on all Council supported housing stock in 2005, as was a detailed supported housing needs analysis that examined the service across the Council and RSL sectors. The recommendations of both these exercised will be taken into account as a strategy for housing for older people develops after the ALMO commences in April 06 and once they have been considered by Members post-election.

**GOAL 8:
LIVING WITH SUPPORT:
To enable older people to live independently with support for as long as possible in their own homes**

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8.1 To strengthen community based services					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
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)	12, 30, 34, 35, 54	Delayed discharge pooled budget	Reduction in numbers of delayed transfers of care	Alex McTeare Assistant Director, Adults and Older People's Services, HTPCT	<ul style="list-style-type: none"> Prevention and Enabling team commissioned through DTOC pooled budget. Intermediate Care Coordinator Post commissioned through DTOC pooled budget. Scrutiny review taken place of Intermediate Care Services. Numbers of DTOCs at Whittington have remained low, but have risen at North Middlesex
ii) Introduce improvements to reduce waiting times to meet national standards for occupational therapy services	35, 79	Within existing resources	<ul style="list-style-type: none"> PBR Scrutiny Adaptations Project established PID completed - March 2005 Improve BVPI to hit the national target of 85<100% 	Karen Reilly, Assistant Director Adult Services, HC	Haringey have succeeded in hitting the national best performance target of delivering / installing 85% or more pieces of equipment within 7 working days. Haringey's outturn for 2005/06 was 86%, and has subsequently increased to 92%.
iii) Promote the use of	52	Within existing	Target number of older	Karen Reilly,	Direct payments are

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direct payments as widely as possible		resources	people aged 65+ receiving Direct Payments: 2005-2006 - 54 2006-2007 - 56 2007-2008 - 58	Assistant Director Adult Services, HC	promoted as a matter of course. Number of older users as at end of 05/06: 70. Target exceeded.
iv) Implement Falls Prevention Programme	30, 73	Supporting People – Floating Support and Met Care and Repair	Reduction in admissions to hospital as a result of falls	Mathew Pelling – Supporting People Manager, HC Carole Waterman, Falls Co-ordinator, HTPCT Courage Oye Novas Overtuares (60+) Andrew Billiany Chief Executive,	A Falls Prevention Co-ordinator post, funded by the Delayed Discharge pooled budget, has been developed to support A&E departments at two local acute hospitals to implement policies and procedures for identifying and assessing older people who present for treatment after a fall. This has led to the development of an A&E falls pathway and an A&E falls register.

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				<p>Hornsey Housing Trust</p> <p>Steve Fallon, Manager Metropolitan Care and Repair</p>	<p>A care pathway for the community is also being developed by partners via the Falls Prevention Action Group. The same group is developing a Risk Assessment Tool which will concentrate on high-risk patients (i.e those with scores of 3 or more). This will be compliant with SAP. A National Osteoporosis Society audit of Haringey’s care homes was also completed in 2005 – during this audit, residents received risk assessments, and the homes received a certificate of participation in the programme</p>

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					<p>Metropolitan Care and Repair’s Hospital Homelink service has helped 52 clients to be discharged safely into their own homes during the past year. MCR is the only agency in Haringey that deals specifically with the home environment. On all its visits it conducts a full “Home MOT” service that checks and examines not only safety issues relating to trips and falls but also security and maintenance of the home.</p> <p>45 security audits on the homes of older people have been completed that include an assessment of risk of falls and home hazards.</p>

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					<p>The 60+ floating support service has assisted 43 older people with serious mobility problems. This included assessing their risk of falls and accessing the aids and other services they need to prevent falls.</p> <p>The 60+ service provides a Delayed Discharge Team offering intensive support, which in 2005/06 prevented 21 older people who are at risk of falls from being re-admitted to hospital.</p> <p>Hornsey Housing Trust provides intensive extra care sheltered housing and floating support to over 60 older tenants, who have mobility problems. Of these</p>

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					15 have an assessed risk of falling. These tenants are contacted at least twice a day by scheme managers and are seen at least once a day by their allocated support worker. In 2005/06 the service has prevented the hospital admission of 4 tenants who have fallen. The service is currently working on a joint falls prevention project with the Borough's Community Alarm Service.
v) Ensure that vulnerable older people have access to a flexible range of housing and support options	30, 35, 54	Supporting People – Floating Support and Met Care and Repair	100 vulnerable older people (who meet FACS level 1) per year directed away from residential care	Mathew Pelling Supporting People Programme Manager Julian Higson, Assistant Director	The Council and NHS TPCT in partnership with Community Housing Trust secured Housing Corporation Funding, to develop an extra care sheltered scheme in Highgate. This will offer 40

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				<p>for Housing Strategy and Needs, HC</p>	<p>independent flats with linked on-site 24-hour care and support. A further 40 unit extra care scheme is planned for development by Hill Homes, again in Highgate. Both projects will come on stream after April 2009. These services will be in addition to the 60 extra care units already provided by Hornsey Housing Trust, which were upgraded in 2005/06 using extra Health funding secured by the Council and NHS TPCT. This provision is in addition to;</p> <ul style="list-style-type: none"> - the direct access floating support service for older people (60+) that can support 300 older people

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					<p>with low level needs;</p> <ul style="list-style-type: none"> - over 2,000 units of low level supported housing for older people; - 318 older people supported by Metropolitan Care and Repair - 90 floating support units for older people from BME communities and - over 3,000 older people assisted by Community Alarms. <p>A comprehensive needs survey of the long-term housing and support needs of older people was completed in 2005/06 and an older persons housing strategy is currently being drawn up based on this. This suggests the need for at least 250</p>

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					extra care units and the Council is already well on the way to meeting this requirement.
vi) Provide a library service for people who find it difficult to visit local libraries (mobile and housebound library service)	64, 73	Within existing resources	Mobile and housebound library service visit sites once a fortnight	Diana Edmonds, Head of Libraries, Archives and Museum services, HC	Ongoing service, with an expanding number of service points
vii) Extend day centre opening times to seven days a week	30, 73	Within existing resources	Grange open seven days Haven and Woodside six days a week	Len Weir, Supporting Housing Service Manager, HC	The Haven and Woodside Day Centres now open on Saturdays on a limited basis. Access to a Saturday service is following an assessment of need by a care manager. The Woodside service, a specialist service for people with early onset dementia and developed to fill a service

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					gap identified in the NSF for Older People. is being reviewed due to very low take-up and attendance. The Grange Day Centre is open 7 days a week.
viii) Develop outreach services for older people including providing a befriending service	30, 73	Within existing resources	Commission befriending services to people with lower needs as resources permit	Tom Brown, Service Manager Older People's Services HC Mary Hennigan, Assistant Director, Older People's Services, HC	Support to Age Concern to develop services is ongoing. Day care review is looking to develop an "outreach model".
ix) Identify resources to establish fully integrated day resource centres	30, 73	<ul style="list-style-type: none"> • Capital resources identified • Revenue being identified 	Resources agreed for one day centre to act as pilot <ul style="list-style-type: none"> • Brief for Hornsey service finalised by 2006; building to be 	Tom Brown, Service Manager Older People's Services HC Mary Hennigan,	No new resources have been secured for revenue. This will continue to be explored.

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		through business planning	found in 2007-2008 and service operational 2008-9 • Brief for Osborne Grove currently being developed service to be operational in 2007	Assistant Director, Older People's Services, HC	
x) Develop flexible day care services within sheltered housing schemes	30, 73	Within existing resources	Following restructure of supported housing service and Day care Review, consideration will be given to use communal space to provide outreach services – subject to revenue	Len Weir, Supporting Housing Service Manager, HC	Progress on this target has been delayed pending the outcome and recommendations of the current Day Care review. It is anticipated that an outreach model of service from current Day Centres would include the development of flexible day care in key supported housing hubs. An Older Persons Drop-In Centre (five

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					days/week) has been established in Abyssinia Court, in partnership with Hornsey Housing Trust, in order to act as part of the wider care and support network for a new extra care service on that site.
xi) Develop extra care supported housing so that frail older people have an alternative to residential care	30, 35, 54	To be confirmed during implementation of ALMO	Currently being considered (Proposed restructuring of supported housing will separate HRA and general fund revenue streams)	Len Weir, Supporting Housing Service Manager, HC ALMO, RSLs	A new mixed tenure housing development is currently being planned in the West of the Borough. This will contain a further 40 extra care supported housing properties. Five specific properties have been identified in Council stock to trial a community-care based model of extra care. This will be supported by a steering group of key professionals. Hornsey Housing Trust have received

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					DoH funding in order to facilitate an extra care scheme once all have been commissioned
xii) Further develop drop-in occupational therapy services for people with low level needs	35	Within existing resources	To increase from 8 people per week to 12 by March 2006	Karen Reilly, Assistant Director Adult Services, HC	A new OT clinic based at the Winkfield Resource Centre has been in operation since March 2005. The clinic has improved the assessment and delivery of small items of equipment to disabled people, enabling them to live independently in their own homes and improving the quality of life for disabled people of all ages. Currently, 12-18 people each week are assessed by the teams at the clinic.

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8.2 To provide support for unpaid carers including preparing for when they are no longer able to care					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Develop information for carers and the way we communicate with them	30, 31, 53	Within existing resources	<ul style="list-style-type: none"> Increasing number of requests for carer's assessments Increasing percentage of new ('hidden') carers as proportion of all carers known to Local Authority Carers reference group established 	Karen Reilly, Assistant Director Adult Services, HC	<ul style="list-style-type: none"> Continue to promote carer's right to Carer Assessment, inc. outreach and events Voluntary sector groups to undertake carer assessments after pilot projects evaluated Carers Consultative Forum meets quarterly
ii) Provide additional support to carers of people with mental health problems through the provision of targeted mental health carers' workers	30, 53	<ul style="list-style-type: none"> Carers' Grant Additional grant to Mental Health Carers' Association 	<ul style="list-style-type: none"> To have recruited additional mental health carers' worker(s) to post Increased the number of support hours provided 	Karen Reilly, Assistant Director Adult Services, HC	Jointly funded part-time assessor post based in CMHTs has increased MH carers' access to assessment Additional funding for MHCSA in 2005/6 to undertake carer assessments Computer training and employment support for MH carers to start (May,2006)
iii) Identify hidden carers by raising	30, 31,	Within existing resources	<ul style="list-style-type: none"> Implement protocols 	Karen Reilly, Assistant Director	<ul style="list-style-type: none"> Briefings held with care management and joint

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awareness with front line staff in health and social care settings, encouraging GP practices to implement protocols to identify them	53		<ul style="list-style-type: none"> Increasing percentage of newly identified carers as proportion of all carers on Register All GP Practice Managers briefed on joint protocol 	Adult Services, HC Siobhan Harrington, Director Primary Care, Commissioning and Service Provision, HTPCT	teams and awareness training to start (April, 2006) <ul style="list-style-type: none"> Leaflets and posters distributed to GP practices Small numbers of carers being referred under GP protocol Operation of protocol to be reviewed with TPCT
iv) Offer appropriate assistance and support for the cared for person to enable their carers to meet their own health, leisure, employment and education needs	30, 31, 53	Within existing resources	<ul style="list-style-type: none"> Increase in take-up of respite care provided at home Increase in carers respite packages Increase in take up of Take a Break Plus 	Karen Reilly, Assistant Director Adult Services, HC	Assessment form revised to include consideration of carer's leisure, education, employment and training needs Better access to assessments (various initiatives) and progress with reviews will accelerate take up of Take A Break Plus.
v) Ensure that carers' assessments become part of the holistic approach to care	30, 31, 53	Within existing resources	Performance targets met and exceeded year on year	Karen Reilly, Assistant Director Adult Services, HC	Banded in top quartile for provision of carers' services as outcome of assessment (C62) Local targets for completing carers assessments to be set

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					in 2006-7 Outcomes of partnership project with MHCSA to be audited
vi) Ensure that carers' views are collected and used in service planning and improvement strategies across health and social care for all care groups	1, 4, 64	Within existing resources	<ul style="list-style-type: none"> Carers consultative fora established in all service areas Increased satisfaction with quality of local support in annual carers' survey 	Karen Reilly, Assistant Director Adult Services, HC Siobhan Harrington, Director Primary Care, Commissioning and Service Provision, HTPCT	<ul style="list-style-type: none"> Carers contribute to service planning in Learning Disabilities, Mental Health and Older People's Service Haringey Carers Consultative Forum meets quarterly Carers Strategy to be reviewed Carers survey to be repeated in 2007

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<p align="center">GOAL 8: LIVING WITH SUPPORT: To enable older people to live independently with support for as long as possible in their own homes</p>					
<p>8.3 To improve the quality of home care services</p>					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Increase specialist training to home care staff to ensure they can support older people who are Elderly Mentally Infirm (EMI) and those with other high care needs	34	Within existing resources	<ul style="list-style-type: none"> 50% of home carers to have had mental health awareness training by 2007 Development of two mental health specialist home carers by April 2006 	Eva Darlow, Manager Home Care Services, HC	Close work with OD&L to develop specialist training. Established programme of mental health awareness training for all care workers. Specialist programme planned for May for 12 home carers: caring for people with mental health problems and dementia; diagnoses and medication
ii) Increase the number of home care packages of 10 or more hours per week	34	Within existing resources	<ul style="list-style-type: none"> Reduction in admissions to residential 	Eva Darlow, Manager Home Care Services, HC	The number of intensive care packages provided

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
provided to older people to prevent admissions into residential or nursing care			<p>homes</p> <ul style="list-style-type: none"> Increase in the number of people helped to live at home 	Tom Brown, Commissioning Manager, HC	<p>has increased to 44%.</p> <p>The movement to increase home support is ongoing, we have had a marked shift over the last year to increased support for people at home with intensive packages of care, including the Night Service.</p>
iii) Develop round the clock home care services so that where necessary older people can have home care visits during the night	34	Within existing resources	<ul style="list-style-type: none"> 24-hour home care service in operation Increase in the number of people helped 	Eva Darlow, Manager Home Care Services, HC	Night Service successfully helping 35 people to stay at home, providing 7,512 hours of care.

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
			to live at home		The service won the regional DH Health & Social Care Queen Mother's Award for The Care of Older People.
iv) Monitor in-house and agency staff providing home care to ensure that they receive regular quality training	34	Within existing resources	<ul style="list-style-type: none"> Officer with specific responsibility for training monitors and assesses training for staff All new staff receive home care half day induction training including POVA Rolling 	Eva Darlow, Manager Home Care Services, HC	Spreadsheet with complete staff training profile and triggers for refresher courses in place. Rolling in house induction in place. Plans for new style block training for new recruits to cover statutory training: health & safety, back care, food hygiene, first aid plus POVA.

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
			programme of NVQ training to ensure 50% staff qualified in 2007		Over 40% NVQ achieved, 20 home carers booked to start training May, target set for 2008 80% (CSCI requirement 50%)
v) Ensure that older people are aware that any complaints that they make about the standard of care provided to them will be taken seriously and confidentially	3, 64, 76	Within existing resources	<ul style="list-style-type: none"> Meet statutory time-scales for complaints Ensure that lessons from complaints are learnt and fed back into service planing and discussed at Older People's Partnership 	All service managers in Older People's Services, HC and HTPCT	66.7% of complaints were answered on time as of February 2006. All complainants are kept informed of the outcomes of their complaints.

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
			Board		

GOAL 8: LIVING WITH SUPPORT: To enable older people to live independently with support for as long as possible in their own homes					
8.4 To develop housing options for people living with support					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Undertake research to find out the type of support older people need in their homes (such as Community Good Neighbour schemes, floating	1, 30, 35	Within existing resources	Findings of stock conditions survey for all supported housing and needs analysis to be fed into service plans	Len Weir, Supporting Housing Service Manager, HC	A stock condition survey of Council supported housing stock and a supported housing needs analysis have been completed. The process to look at the implications for service development in the wider context of the Community Care Strategy and the Day Care review is about to commence, especially in view of the

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<p>support and sheltered housing) by:</p> <ul style="list-style-type: none"> • Reviewing existing services • Consulting with older people • Ensuring community based and housing related services are delivered in line with the findings 					<p>plans to reduce the number of older people receiving a residential care home service over the next eight years. The process will be informed by a major consultation exercise, probably commencing in the autumn of 06. This will involve the Supported Housing Tenants Conference, and a road show. This latter exercise will especially link into the emerging B&EM communities where there are increasing numbers of older people.</p>

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GOAL 8: LIVING WITH SUPPORT: To enable older people to live independently with support for as long as possible in their own homes					
8.5 To modernise the four residential care homes in the borough					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Refurbish the Red House, Cranwood and Broadwater Lodge to Commission for Social Care Inspection (CSCI) standards	30, 51	Within existing resources	<ul style="list-style-type: none"> • Work on Cranwood and Broadwater Lodge to begin in August 2005 • Red House work to begin in December 2005 • Work completed by October 2006 	Eija Sinitalo, Service Manager Residential Care, HC David Bray, Project Manager Residential and Day Care, HC	<ul style="list-style-type: none"> • Cranwood and Broadwater Lodge refurbishments completed. Additional works (ramps and toilets) to meet DDA guidelines completed during refurbishment. • Red House works commenced in February 06 with the first phase (including a new lift) progressing. Works programmed to complete by

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					September 06
ii) Demolish and rebuild Osborne Grove to become a respite care home which meets CSCI standards	30, 51	Within existing resources	<ul style="list-style-type: none"> Demolition to begin in August 2005 New home to be completed by early 2007 	Eija Sinitalo, Service Manager Residential Care, HC David Bray, Project Manager Residential & Day Care, HC	<ul style="list-style-type: none"> The existing home has been demolished. The main contractor for the new build is selected with a start on site in May 06.
iii) Continue to develop Intermediate Care Services in Cranwood and Broadwater Lodge residential homes	30, 51	Within existing resources	<ul style="list-style-type: none"> Cranwood to be developed with a community outreach focus (Pilot scheme completed, 	Tom Brown, Service Manager Older People's Services HC Eija Sinitalo, Service Manager Residential Care,	Intermediate Care units at Cranwood and Broadwater Lodge are being used to accommodate

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			refurbishment under way, open during 2006-2007 <ul style="list-style-type: none"> Review of Broadwater Lodge to be completed by April 2006 	HC	Service Users from the Red House during their refurbishment. The units will be available again for intermediate Care use in August/September 2006. PCT Funding for these services have been withdrawn & so this is not currently achievable.
iv) Explore the possibility of selling Cooperscroft to continue as a residential home	30, 51	Within existing resources	In process – to be decided by end of 2005-6	Mary Hennigan, Assistant Director, Older People's Services, HC	Following a very thorough tendering process, a new provider, Rockley Dene, has been selected to

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GOAL 8: LIVING WITH SUPPORT:					
To enable older people to live independently with support for as long as possible in their own homes					
8.6 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					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Expand the use of medicines prescription charts which make it easier to know when to take your medication	12, 30	Within existing resources and identified to roll out client held records for Single Assessment Process	<ul style="list-style-type: none"> • All clients taking medications to be given the chart regardless of prescriber i.e. Hospital/ GP/ Nurse • Implement use of 'tear off' chart in SAP client held folder 	Alex McTeare Assistant Director, Adults and Older People's Services, HTPCT Paul Gouldstone, Prescribing Advisor, HTPCT	New medication chart commissioned, and will be rolled out with client held folder from May 2006 onwards.
ii) Provide support to enable medically qualified refugees to work locally	15	Within existing resources	<ul style="list-style-type: none"> • 3 medically qualified refugees in GP training by September 2005 • 9 medically 	Jonathan Barnwell, Assistant Director, HTPCT	Objective of having 3 qualified refugees in GP training has been achieved.

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			qualified refugees per cohort for each year, up to March 2008 across North Central London Strategic Health Authority		
iii) Implement one assessment process for all professionals (known as the Single Assessment Process or SAP)	3, 12, 36, 37	Within existing resources and resources identified to roll out client held records	<ul style="list-style-type: none"> Client held folder in use across Haringey (April 2006) Domains of assessment training programme rolled out (April 2006) SAP process in 	Alex McTeare Assistant Director, Adults and Older People's Services, HTPCT Tom Brown, Service Manager Older People's Services HC	<ul style="list-style-type: none"> Client held folder in use across Haringey (April 2006) Domains of assessment training programme rolled out (April 2006) SAP process in use in

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
			use in community, primary care, acute hospitals, housing and voluntary sectors by April 2008		community, primary care, acute hospitals, housing and voluntary sectors by April 2008
iv) Monitor ethnic information for all services	29, 55, 56, 57	Within existing resources	<ul style="list-style-type: none"> 100% of information collected per service on a quarterly basis per DH target Use data which identifies groups whose uptake of services is proportionally low to narrow 	<p>Siobhan Harrington, Director Primary Care, Commissioning and Service Provision, HTPCT</p> <p>Tom Brown, Service Manager Older People's Services HC</p>	<p>Ethnicity of all people referred, assessed and in receipt of services is routinely commissioned and data is analysed to inform commissioning.</p> <p>Training programme in place to ensure that all GP practices</p>

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			inequalities in service provision		in Haringey are capturing ethnicity information.
v) Widen the advocacy support available to different cultural groups	29	Within existing resources	<ul style="list-style-type: none"> Partnership Board to decide an approach by the end of 2005/06 Action plan for advocacy services in place 	Mary Hennigan, Assistant Director, Older People's Services, HC Siobhan Harrington, Director Primary Care, Commissioning and Service Provision, HTPCT	Advocacy project commissioned from Age Concern through DTOC pooled budget, to work with older people in hospital facing life changing decisions.
vi) Provide culturally appropriate respite care	29, 30	Carers' Grant	Reduction in log of unmet need for appropriate respite	Tom Brown, Service Manager Older People's Services HC, Karen Reilly, Assistant Director Adult Services, HC	Efforts are made to provide appropriate care. This is not always achievable, though the levels of complaints regarding this is not high.

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					Black and Minority Ethnic Carers Support Service contracted to provide culturally appropriate sitting service to value of £102.4k p.a.
vii) Ensure that day opportunities services in Haringey are provided equitably to meet the full range of cultural needs	29, 30	To be decided	Day Care strategy completed	Mary Hennigan, Assistant Director, Older People's Services, HC	Completion of the day care strategy has been delayed, but will be finalised by the Day Care Review Steering Group in May 2006. A further public meeting is planned for the autumn.
viii) Use equalities monitoring to ensure that all social	29, 30	Within existing	Use data which identifies groups	Tom Brown, Service Manager Older People's	Ethnicity of all people referred,

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care services are commissioned equitably to reflect Haringey's population		resources	whose uptake of services is proportionally low to narrow inequalities in service provision	Services HC Siobhan Harrington, Director Primary Care, Commissioning and Service Provision, HTPCT/ Alex McTeare Assistant Director, Adults and Older People's Services, HTPCT	assessed and in receipt of social care services is routinely commissioned and data is analysed to inform commissioning. Training programme in place to ensure that information re ethnicity is captured from GP practices; all information captured across HTPCT provided services to be fed into commissioning cycle.

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<p align="center">GOAL 9: GETTING OUT AND ABOUT: To ensure that older people are able to get out and about, including being able to use public transport</p>					
<p>9.1 To ensure spotless, smart and safe streets that everyone can use</p>					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Improve the quality of roads and pavements, including keeping the pavements clear, so that people are able to walk freely	39, 43, 46	Within existing resources	A comprehensive survey and completion of the plan	Alex Constantinides, Head of Highways, HC	Annual condition and inventory surveys continued during 2005/06. Development of Highways Asset Management Plan in progress. Planned carriageway and footway resurfacing to continue during 2006/07. Investment programme for street furniture and removal of street clutter being developed.
ii) Resurface all classified roads to reach top UK	47	£1million per year secured	Principal roads 8% in need of	Alex Constantinides, Head of Highways, HC	Figures for the % of roads in need of

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<p>9.1 To ensure spotless, smart and safe streets that everyone can use</p>					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
quartile for quality			resurfacing Non-principal classified roads 10% in need of resurfacing Non-principal non classified roads 20% in need of resurfacing		resurfacing are not available yet. 7.7Km of carriageway were resurfaced during 2005/06. An additional 6.7Km of carriageway in the most need of repair are programmed for resurfacing during 2006/07.
iii) Improve pavements, prioritising those in the worst condition and those where most trip accidents occur	39, 46	£400K secured	Asset Management plan developed to improve the 35% of footway lengths which are in need of repair	Alex Constantinides, Head of Highways, HC	Routine inspection of footways continued during 2005/06 and defects were repaired as necessary. Planned footway re-laying programme was implemented based

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<p align="center">GOAL 9: GETTING OUT AND ABOUT: To ensure that older people are able to get out and about, including being able to use public transport</p>					
<p>9.1 To ensure spotless, smart and safe streets that everyone can use</p>					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					on results of the annual condition survey and accident statistics. Further locations to be treated during 2006/07 as recommended in the Highways Works Plan.
iv) Improve street lighting replacing the oldest first and prioritising areas with high crime rates and road accidents	49, 50	£1million per year secured	98% of lights repaired within 3.5 days 1000 streetlights upgraded across the borough	Alex Constantinides, Head of Highways, HC	In 2005/06 98% of streetlights were repaired within 3.5 days and 1000 streetlights were upgraded. The same is planned for 2006/07.
v) Develop the mobility forum for Haringey	1, 71	Within existing resources	4 meetings, and Annual General Meeting	Beverly Taylor, Assistant Director Street Scene, Environmental Services, HC	Mobility Forum set up, to include representatives of

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9.1 To ensure spotless, smart and safe streets that everyone can use					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
					Age Concern and various disabilities groups. Four meetings and an AGM have been held. A sub-group has recently been formed as a working group to review and feed into the Community Strategy

GOAL 9: GETTING OUT AND ABOUT: To ensure that older people are able to get out and about, including being able to use public transport					
9.2 To set up a community transport service					

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Develop proposals for a community transport service	71	Within existing resources	Proposals developed	Jerome Douglas, Strategy Manager, Older People's Services, HC	The Mobility Forum (see 9.1.ii) is currently researching the possibility of joining up with Hackney, Islington and Camden to provide a range of community transport options under the aegis of Hackney Community Transport. These options include group transport and a PlusBus scheme where half-hourly fixed bus routes link various facilities such as day centres, health centres, shops, libraries etc.

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<p>9.2 To set up a community transport service</p>					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
ii) Set up a borough wide steering group to develop the community transport service (to include the Council, Haringey Teaching Primary Care Trust, the voluntary sector and the mobility forum)	71	Within existing resources	Steering group established	Jerome Douglas, Strategy Manager, Older People's Services, HC	The Mobility Forum is now working as a very effective group, chaired by a member of the Haringey Forum for Older People, and is currently working towards developing a Community Transport Unit in Haringey, in liaison with Hackney and Islington (who already provide well-regarded CTUs).

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GOAL 9: GETTING OUT AND ABOUT: To ensure that older people are able to get out and about, including being able to use public transport					
9.3 To improve the quality of service provided by public transport companies					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Encourage London Buses to improve quality of services, including monitoring of driver standards	71	Within existing resources	Improvements to overall bus service reliability	Malcolm Smith, Transport Planning Manager, HC	Improvements to services achieved through responses to TfL Buses consultation
ii) Seek to work with local bus companies and older residents to involve them in the training of bus drivers	71	Within existing resources	Awareness of needs of older people raised as part of bus driver training	John Morris Malcolm Smith, Transport Planning Manager, HC	Issue to be raised at Public Transport Liaison meeting. Haringey Forum for Older People to be involved in these discussions
iii) Promote the use of the Public Transport Liaison Meeting as a way for residents to report concerns on matters such as the location of bus stops	71	Within existing resources	Issues raised at Public Transport Liaison meetings	Malcolm Smith, Transport Planning Manager, HC	Issues discussed with TfL Buses at PT Liaison meetings or when they arise

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9.4 To implement the borough wide strategy to improve access to public conveniences across the borough					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Produce and distribute a map of all accessible public conveniences with their opening hours	64, 77	Within existing resources	Map produced	Beverley Taylor, Assistant Director, Street Scene, HC	A map has been produced, but the method of distribution is yet to be decided upon and implemented. Map will be placed on the website as part of a website improvement project in 06/07
ii) Implement plans to open public conveniences in libraries to the general public	64, 77	Within existing resources	Public conveniences in all libraries open to the public (except Muswell Hill and Stroud Green where modification is difficult)	Diana Edmonds, Head of Libraries, Archives and Museum Services, HC	Public Conveniences now in Wood Green, Hornsey, Marcus Garvey. Coombes Croft, Alexandra Park, Muswell Hill, St Ann's and Highgate. Those in Highgate, Alexandra Park and Muswell Hill are not easily accessible. It would be

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					relatively easy to improve access to Alexandra Park.
iii) Install automatic public convenience in Wood Green as a pilot for developing a draft plan for further investment	64, 77	Within existing resources	Toilet installed	Beverley Taylor, Assistant Director, Street Scene, HC	APC recently installed in Finsbury Park will be used as part of the pilot. APC in Wood Green to be installed by the end of 2006.
iv) Improve existing public conveniences	64, 77	Within existing resources	Public Convenience Strategy 2005 implemented	Beverley Taylor, Assistant Director, Street Scene, HC	Complete with new signage, paintwork, repaired fittings and fixtures.
v) Modify public conveniences to comply with Disability Discrimination Act	64, 77	Within existing resources	All public conveniences modified	Beverley Taylor, Assistant Director, Street Scene, HC	Complete. All PCs compliant with DDA
vi) Ensure contact number for reporting complaints about public conveniences is publicised (including on the council's website)	64, 77	Within existing resources	Contact number publicised	Beverley Taylor, Assistant Director, Street Scene, HC	Contact number is publicised at each PC. Phone number is on the website and problems can be reported using the online form. Will

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					be included when the map is distributed (see 9.4 i).

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GOAL 10: MAKING THE MOST OF YOUR INCOME: To enable older people to maximise their income					
10.1 To ensure that comprehensive pensions advice is widely available					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Promote information about accessing good quality and reputable independent financial advisors to older people	1, 45	Within existing resources	List available	Marcus Power, Finance Assessment Manager, Social Services, HC	Draft text for www.haringey.gov.uk is currently being considered for approval.
ii) Support the Pension Service 'Information Points' in Haringey	1, 64	Within existing resources	Information Point take-up is Monitored by the Pension Service	Marcus Power, Finance Assessment Manager, Social Services, HC	The Pension Service have reviewed and adjusted the programme of surgeries according to demand. The current schedule is available at: www.thepensionerservice.gov.uk
iii) Distribute 'The Pensioners Guide – making the most of government help and advice'	1, 64	Within existing resources	Pensioners Guide widely available	Marcus Power, Finance Assessment Manager, Social Services, HC	4000 copies have been distributed to home care, day care and other service users.

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GOAL 10: MAKING THE MOST OF YOUR INCOME: To enable older people to maximise their income					
10.2 To provide comprehensive advice on the full range of benefits and entitlements and increase take-up of these					
KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
i) Develop a co-ordinated approach to providing general and specialist benefits advice including the distribution of leaflets, referring people to appropriate services and helping people fill out their forms	1, 64	Within existing resources	Three level approach developed	Marcus Power, Finance Assessment Manager, Social Services, HC	The broad approach that is currently in place will be refined as part of the ongoing development of the anti-poverty strategy.
ii) Develop the use of targeted benefit take up campaigns	1, 16, 74	Within existing resources	One in five people receive extra income or have a query resolved as result of campaign	Marcus Power, Finance Assessment Manager, Social Services, HC Helen Tsentides BLT Business Development Officer, Finance Services, HC	A joint take-up campaign with Benefits & Local Taxation at Wood Green Library in March 2006 focused on the take-up of Council Tax Benefit but also aimed generally to increase the take-up of other benefits and entitlements.

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KEY INITIATIVES	PM	RESOURCES	SUCCESS INDICATOR 2005-2008	RESPONSIBLE FOR ACHIEVING INITIATIVE	PROGRESS / PLANNED ACTIVITIES
iii) Investigate new ways of increasing the take-up of benefits and entitlements in line with the Scrutiny Review recommendations	16, 74	Within existing resources	<ul style="list-style-type: none"> • 'Agreed new ways of achieving increased take up in place • % increase in take up of entitlements' 	Marcus Power, Finance Assessment Manager, Social Services, HC Helen Tsentides BLT Business Development Officer, Finance Services, HC	As part of the wider Anti-Poverty Strategy, Benefits and Local Taxation are initiating a long-term strategy to increase the uptake of benefits. The team has worked with Social Services and Access Services to hold an event at Wood Green Library, which included stalls, advice sessions, guided surfing of Haringey's website and one-to-one casework. Around 1000 claim packs were distributed,

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					and 100 people were referred to a benefits caseworker for further advice.
iv) Continue to develop partnership working between Social Services, Haringey Teaching Primary Care Trust, The Pensions Service, Benefits & Local Taxation and Job Centre Plus	16, 74	Design, printing and costs associated with one-off take-up initiatives will be required	Protocol developed	Marcus Power, Finance Assessment Manager, Social Services, HC Helen Tsentides BLT Business Development Officer, Finance Services, HC	Options for the further development of partnership working are set out in the 2005/2006 Scrutiny Review of benefit Take-Up. Further discussion around these options will be taking place this year.
v) Publicise on-line and paper based benefits information	63, 64	Within existing resources	10,000 publicity leaflets distributed and monitor online usage	Marcus Power, Finance Assessment Manager, Social Services, HC	Exact numbers of web hits are only available for the top 500 pages of the Council's website. However, user-

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					friendly benefits guidance is available online, as well as in paper-based format.
vi) Ensure that all vulnerable older people have access to welfare rights advice and advocacy	45	Supporting People	500 number of older people assisted with welfare benefits and increase in benefit incomes	Mathew Pelling, Supporting People Programme Manager, HC	This target was more than achieved in 2005/06 with 60+ securing extra benefits for 225 older people and the remainder being assisted by sheltered housing providers and Social Service's Financial assessment Team.
vii) Work in partnership with the Benefit Agency to provide advice sessions for unpaid carers	53	Within existing resources	Protocol for partnership working in place	Karen Reilly, Assistant Director Adult Services, HC	<ul style="list-style-type: none"> Joint work with DWP to increase take up of Pension Credit at Carers Rights

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					Day 2005 <ul style="list-style-type: none"> • Welfare Support Officer provides monthly benefits checks at Carers Centre • Funded voluntary groups provide some signposting to advice services • Review partnership with DWP at time Carers Centre recruits benefits adviser from Carers Grant

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