

How community views informed the development of Experience Still Counts 2009-2012

Older people asked us to:	So the Experience Still Counts priorities are to:
Outcome 1: Being respected Older people said: <i>"Involve us and listen"</i>	
<ul style="list-style-type: none"> • Improve the experience of older people when they request help • Provide clear information about care and what is available • Promote the roles of Dignity in Care Champion and Older People's Champion • Involve older people in staff training to enhance understanding of what it feels like to grow old in Haringey 	Promote and encourage appropriate respect of all older people
<ul style="list-style-type: none"> • Involve older people in decision-making, with an appropriate and recognition and reward system to ensure that no one is prevented from having their say for financial reasons • Encourage more older people to attend Area Assemblies • Support older people's groups to be actively involved in all areas of life across the borough 	Increase opportunities for involvement and representation of older people in the decision-making process
<ul style="list-style-type: none"> • Ensure that older people receive equal treatment in planning local health services 	Reduce age discrimination
Outcome 2: Keeping informed Older people said: <i>"Information is still not reaching hard-to-reach groups"</i>	
<ul style="list-style-type: none"> • Make sure that older people know where to go to get advocacy support • Provide wide-ranging information at public access points • Increase the number and range of "quality marked" independent information and advice services 	Ensure that older people feel supported by reliable, authoritative and friendly advice, information and advocacy services
<ul style="list-style-type: none"> • Improve access to services on the council's website • Hold an annual celebratory event or programme along the lines of the "Safer Sixties" events of a few years ago • Update and further develop the Older People's Guide to Local Services 	Ensure that information is accessible, up-to-date and available in different formats (including paper, online and in community languages)
Outcome 3: Staying healthy Older people said: <i>"Low cost footcare should be available"</i>	
<ul style="list-style-type: none"> • Provide a healthy activity programme in leisure centres and other venues 	Encourage older people to

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<ul style="list-style-type: none"> • Develop a preventative footcare service • Address inequalities in healthcare at the point of delivery • Help people to give up smoking 	use leisure services and take up recreational opportunities
<ul style="list-style-type: none"> • Further develop a range of mental health services for older people 	Strengthen mental health services for older people
Outcome 4: Being active Older people said: <i>“We need culturally appropriate facilities for the provision of leisure activities, day opportunities, for utilising our time fruitfully, getting enjoyment and peace”</i>	
<ul style="list-style-type: none"> • Provide non-sport related recreational and social activities for people aged 50 and over involving voluntary sector and community sector organisations, health and drop-in groups • Run reminiscence groups to enable older people to share their life experiences 	Create opportunities for getting involved and socialising
<ul style="list-style-type: none"> • Work with older people to establish older life-long learning needs and preferences • Provide more opportunities for older people to work with computers • Continue to deliver classes in English for speakers of other languages 	Increase opportunities for life-long learning
Outcome 5: Choosing work Older people said: <i>“The tax and benefit system can be a disincentive to people taking on paid work after retirement”</i>	
<ul style="list-style-type: none"> • Coordinate job brokering provision for older people • Provide work placements and supported employment opportunities for older people with disabilities • Run refresher skills services and courses for people aged 50 and over 	Deliver programmes to help people aged 50+ into employment and training, monitoring take-up and outcomes of training opportunities
<ul style="list-style-type: none"> • Increase awareness of skills development, information, advice and guidance and job search activities 	Promote awareness of advice, information and support services to people aged 50+ into employment and training
Outcome 6: Feeling safer Older people said: <i>“Crime prevention has been expanded with Neighbourhood Watch and the Safer Neighbourhoods Team which is a deterrent for young people. But the back streets are still ignored”</i>	
<ul style="list-style-type: none"> • Make sure that safeguarding plans and procedures are embedded across all agencies 	Safeguard vulnerable

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<ul style="list-style-type: none"> • Ensure that research involving adult social care users and carers is subject to ethical review and approval 	adults
<ul style="list-style-type: none"> • Routinely refer older people to schemes offering professional advice and support • Provide and install equipment to assist with crime prevention • Widely publicise contact details for crime prevention advice with a programme of advice, support and information, outreach work and visit to hard-to-reach groups using community networks, neighbourhoods and through public events 	Provide access to crime prevention services
<ul style="list-style-type: none"> • Create a partnership of frontline services with older people to roll-out a problem solving methodology to resolve local crime, disorder and environmental issues • Establish a menu of services can make an informed choice to improve safety and security inside and outside the home 	Create a partnership of problem-solving advisors and older people
<ul style="list-style-type: none"> • Improve security in sheltered housing schemes 	Make older people feel safer outside their homes
<ul style="list-style-type: none"> • Provide a regular programme of home fire safety checks 	Make older people feel safer inside their homes
Outcome 7: Having a safe, comfortable and well-maintained home	
Older people said: <i>“The over 60s should get help with repairs, especially those with a disability”</i>	
<ul style="list-style-type: none"> • Provide a low cost membership scheme for older people who are homeowners and private tenants to help with repairs, domestic services and gardening • Expand the handypersons’ minor repair and gardening service for homeowners and private tenants • Set up a home shopping service 	Increase access to affordable schemes that provide low level home maintenance and gardening support to older people
<ul style="list-style-type: none"> • Make sure vulnerable older people who are tenants or homeowners have easy access to information on housing-related issues such as affordable warmth, home and garden maintenance • Identify older homeowners whose properties are in need of major repair 	Improve the quality of housing, in particular for vulnerable older people who need assistance in keeping their property in good order
<ul style="list-style-type: none"> • Ensure that older people are consulted in the drafting of Haringey’s Older People’s Housing Strategy 	Plan for changing housing needs (this will be done

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	through Haringey's Housing Strategy and Older People's Housing Strategy)
Outcome 8: Living with support Older people said: <i>"The social care system needs improvement. We need a better, fairer, more personalised social care system in residential homes, sheltered housing and home care which meets cultural needs"</i>	
<ul style="list-style-type: none"> • Increase the number of intermediate care options to prevent hospital admission • Provide more help through the Falls Prevention Programme 	Strengthen community-based services
<ul style="list-style-type: none"> • Publicise the self-assessment, rapid access service – AskSara – which offers help, support and advice on health, home and daily activities • Provide a clear set of individual choices for managing end of life care • Provide more information and help to explain and promote individual budgets and direct payments • Make it easier to know when to take medication 	Promote choice and control
<ul style="list-style-type: none"> • Provide a range of day opportunities to meet our diverse cultural needs with access to social and recreational activities • Expand the mobile and housebound library service for people who find it difficult to visit their local libraries 	Develop day opportunities
<ul style="list-style-type: none"> • Develop flexible, round-the-clock, outcome-based, client-centred home care initiatives as part of the Personalisation programme 	Improve the quality of home care services
<ul style="list-style-type: none"> • Monitor the progress of the Common Assessment Framework pilot to help people with complex, longer-term health and social care needs who previously have had to deal with separate health, social care and other support systems 	Provide high quality co-ordinated services across health, housing, social care and the voluntary sector that reflect the cultural diversity of people in Haringey
Outcome 9: Getting out and about Older people said: <i>"We need better training for bus drivers to prevent falls when they brake too sharply, or arm injuries when the close the doors too early"</i> and <i>"We need better access to public toilets when we are out and about"</i>	
<ul style="list-style-type: none"> • Develop a work programme with the Haringey Mobility Forum 	Ensure spotless, smart

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<ul style="list-style-type: none"> • Continue to monitor the cleanliness and maintenance of streets, quality of roads and pavements and an ongoing resurfacing programme • Improve footways, prioritising those in the worst condition and where most trip accidents occur • Continue to improve street lighting 	and safe streets that everyone can use
<ul style="list-style-type: none"> • Use service user evaluations to improve community transport, including the Haringey Mobility Forum • Review the cost for unfunded organisations and individuals • Promote a scheme for training other organisations' drivers to reduce costs 	Further develop the community transport service
<p>Through meetings with Transport for London and Public Transport Liaison:</p> <ul style="list-style-type: none"> • Improve standards of bus stops • Provide better and more frequent transport to and from local hospitals • Invite staff to provide information and receive feedback at the Haringey Forum for Older People • Encourage London buses to improve the quality of services • Seek to work with local bus companies to involve older residents in bus driver training 	Improve the quality of service provided by public transport companies
<ul style="list-style-type: none"> • Encourage cafés, pubs and other places to let the public use their toilets without obligation • Distribute an easy-to-carry list of all accessible public conveniences and their opening hours • Decide how existing unused public conveniences might be used in the future • Install accessible toilets in three more public libraries 	Implement a borough-wide strategy to improve access to public conveniences
<p>Outcome 10: Making the most of your income Older people said: <i>"Financial problems and paying bills are greatest for those in the middle, that is, those not earning loads but not in poverty"</i></p>	
<ul style="list-style-type: none"> • Signpost older people to good quality, reputable financial advice • Continue to distribute <i>The Pensioners' Guide</i> 	Ensure that comprehensive pensions advice is widely available
<ul style="list-style-type: none"> • Hold more <i>Claim It</i> events each year, to include council, benefits, voluntary sector, job centre plus and employment advice and representatives from the GP collaboratives • Lobby central government about the inflexibility of the tax credit and benefits system for older people 	Provide comprehensive advice on the full range of benefits and entitlements and increase take-up of these