

# Experience Still Counts:

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

2009-2012

**The Haringey Strategic Partnership was created in April 2002. It is a partnership of local public agencies, community groups and businesses which aims to improve public services and address key issues in the borough through partnership working.**

The shared vision for the future of Haringey and the Haringey Strategic Partnership priorities are set in the new Sustainable Community Strategy 2007-2016:

**“A place for diverse communities that people are proud to belong to”**

**The priorities of the new Sustainable Community Strategy are:**

- People at the heart of change
- An environmentally sustainable future
- Economic vitality and prosperity shared by all
- Safer for all
- Healthier people with a better quality of life, and
- People and customer focused

The Haringey Strategic Partnership has also developed a Local Area Agreement which provides a substantial part of the delivery mechanism for the Sustainable Community Strategy. Our Local Area Agreement is an agreement with Central Government that sets out our priorities for Haringey over the next three years. It focuses on some of the most pressing issues for Haringey such as unemployment, poor housing conditions, health inequalities and low educational attainment.

**Members of the Haringey Strategic Partnership:**

- Haringey Council
- Metropolitan Police
- NHS Haringey
- Job Centre Plus
- Local Businesses
- New Deal for Communities
- College of North East London
- Middlesex University
- Haringey Association of Voluntary and Community Organisations
- Community Empowerment Network
- Race Equality Joint Consultative Council
- Faith Communities
- Greater London Authority
- Members of Parliament
- Registered Social Landlords

The Haringey Strategic Partnership has also worked with the following organisations in the development of *Experience Still Counts 2009-2012*:

- Age Concern Haringey
- Barnet, Enfield and Haringey Mental Health Trust
- Haringey Adult Learning Service
- Haringey Forum for Older People
- Homes for Haringey
- London Fire Brigade
- Metropolitan Care and Repair
- Victim Support Haringey
- Sixty Plus

This strategy is available on request in community languages, Braille, on tape, in large print and in a format accessible to people with learning disabilities.

If you have any comments or suggestions or would like further copies of this strategy please contact the Co-Chairs of the Older People's Partnership Board:

**Patrick Morreau**  
Vice Chair  
Age Concern Haringey

**Lisa Redfern**  
Assistant Director  
Adult Services  
Haringey Council

Address: Adult, Culture and Community Services  
Haringey Council  
40 Cumberland Road  
Wood Green  
London N22 7SG  
Tel: 020 8489 2326

# Contents

Executive summary.....	5
Welcome to the strategy by the Haringey Forum for Older People .....	7
Foreword.....	8
A message from the Well-being Partnership Board .....	9
What other people have said about Experience Counts 2005-2010 .....	10
Introduction.....	11
Background to the strategy .....	12
Aim .....	17
Vision .....	17
Outcomes 2009-2012 .....	18
Who the strategy is for.....	18
Links with other relevant strategies and frameworks .....	19
Haringey’s older people .....	20
Scope of strategy.....	20
Our outcomes and priorities .....	21
1. Being respected.....	21
2. Keeping informed .....	24
3. Staying healthy .....	27
4. Being active .....	30
5. Choosing work.....	33
6. Feeling safer .....	36
7. Having a safe, comfortable and well-maintained home .....	39
8. Living with support .....	41
9. Getting out and about.....	45
10. Making the most of your income .....	48
Monitoring the strategy.....	50
Bibliography .....	51
Glossary .....	54
APPENDIX A: Contacts for each of the outcomes identified in the strategy .....	60
APPENDIX B: Links with other strategies and frameworks .....	65
APPENDIX C: Setting the scene for this strategy .....	67
APPENDIX D: Development of the strategy.....	74
APPENDIX E: Consultation undertaken about this strategy .....	75
APPENDIX F: How we involve and consult with older people in Haringey ....	78

## Executive summary

The original *Experience Counts* strategy 2005-2010 was developed by the Haringey Strategic Partnership. Its purpose was to tackle discrimination and to promote positive attitudes towards ageing in Haringey so that 'older people are enabled to be as informed, active, healthy and independent as possible and empowered citizens at the heart of the community'.

During 2008, older people were, once again, the key drivers in the review of the strategy and its delivery plan. A three-month consultation involved older residents and staff from across the Haringey Strategic Partnership. Following this extensive root-and-branch review, the Well-being Chairs Executive recommended that an updated and revised strategy be launched to cover the period 2009-2012, coinciding with the Transforming Social Care and Personalisation programme.

The revised strategy, *Experience Still Counts 2009-2012*, continues to be aimed at:

**Active and independent older people:** some of whom have completed their career in paid employment or fulfilled their child rearing responsibilities; others may still be working or have caring responsibilities. Some older people remain active and independent into late old age; others may not.

**Older people who are vulnerable:** some of whom may have ill health or long-term conditions such as diabetes and dementia, or social care needs, or a combination of both.

The updated delivery plan retains the ten outcomes chosen by older people as key to improving their quality of life and an updated list of key priorities involving around 55 lead officers from organisations across the Haringey Strategic Partnership.

The strategy will continue to be monitored through the Haringey Strategic Partnership and the Well-being Strategic Framework with key priorities within each outcome reviewed annually.

The strategy covers all aspects of older people's lives represented by the ten outcomes set out below. Not all older people will identify with all of the outcomes all of the time, however, most will identify with at least one

of them. Priorities to achieve each of these outcomes have been identified for the period 2009-2012.

1. **Being respected:** To ensure that older people are respected and valued
2. **Keeping informed:** To ensure that older people have accurate information on which to base their decisions
3. **Staying healthy:** To promote healthy living
4. **Being active:** To create opportunities for being active including getting involved, volunteering, socialising and life-long learning
5. **Choosing work:** To create opportunities for employment
6. **Feeling safer:** To create safer communities
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
8. **Living with support:** To enable older people to live independently with support for as long as possible in their own homes
9. **Getting out and about:** To ensure that older people are able to get out and about, including being able to use public transport
10. **Making the most of your income:** To enable older people to maximise their income

## Welcome to the strategy by the Haringey Forum for Older People

We are delighted that so many Forum members have participated actively, representing older people in Haringey and working together to develop the vision, outcomes and priorities of this updated strategy. The participants in this review are all committed to making a difference to the lives of Haringey's older people.

*“Getting involved in Experience Counts again, and contributing to the consultation and focus groups has been a way of using our skills and experience for the benefit of everyone. We were very pleased to have the opportunity to give our views and represent those of vulnerable older people and the diverse community groups to which we belong,”* said Abdool Alli, Chair, Haringey Forum for Older People.

The Haringey Forum for Older People, launched in 2002, now has over 800 members. As well as playing a major role in driving forward the review of *Experience Counts*, they have also been involved in a number of consultations on issues of importance to older people over the past year. They are also represented on the Older People's Partnership Board.

We are looking forward to seeing older people's lives improve.

Abdool Alli	Lloyda Fanusie	Gwenda Owens
Mrs Kamla Ahluwalia	Rita Fernandes	Lyn Parchment
Ms Rita Batzias	Mrs Hazel Griffith	Mr Vic Parchment
Celia Bower	Lauritz Hansen-Bay	Andrew Petrou
Maureen Carey	Barbara Hill	Mary Ramgoolam
Gwen Cole	Naomi McIntosh	Janet Shapiro
Verlyn Cowell	Stephanie Jones	Kay Singh
Ethelyn Critchlow	Mrs Jean McKoy	David Singh
Maureen Dewar	Pamela Moffatt	Zeedy Thompson
Stella Doritis	Patrick Morreau	Eileen West
Fred Ellis	Mrs Gloria Omotoso	

## Foreword

We hope that this strategy will continue to help empower people to plan for a healthy older age, as well as making it easier for people to access information and services in the borough.

Older people continue to be the key drivers for this strategy and the great strength of this document is that it does not belong to any one organisation but to the whole community. We are all working together to make its vision a reality. There's something in here for everyone and we know that together our '*Experience Still Counts*'.

As Older People's Champions, our role, along with other representative boards, is to play an important role in assessing and evaluating the effect of local services on older people's lives. Councils that have successfully engaged their older communities have appointed a champion who ensures that the voices of the older community are heard.<sup>1</sup>

### Haringey's Champions for Older People

**Age Concern Haringey and Older People's Champion (West)**  
Pamela Moffatt

**Age Concern Haringey and Older People's Champion (East)**  
Verlyn Cowell

**Haringey Council**  
Councillor Sheila Peacock  
Councillor Catherine Harris

**NHS Haringey**  
Catherine Herman

The National Service Framework 2001 for Older People established champions responsible for ensuring that older people become and remain a priority within their organisation and supporting the implementation of the National Service Framework.

The Champions are responsible for making sure that older people have access to information about local services as well as rooting out age discrimination in access to treatment and services.

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<sup>1</sup> *Don't stop me now: Preparing for an ageing population (Audit Commission, July 2008)*

## A message from the Well-being Partnership Board

Dear Reader,

It's hard to believe that *Experience Counts* is now four years old. A great deal has been achieved during that time, with contributions from across the Haringey Strategic Partnership, and it is time to acknowledge that *Experience Still Counts*. We would like to take this opportunity to thank all those who have begun to make a difference to the quality of life for older people in Haringey, and for the hard work and dedication they have put into making this a strategy that really does make a difference.

A great deal of work has already taken place, and there is still more to be done. The strategy demonstrates the vital importance of asking local people what it feels like to live, work and play in Haringey. For this reason we continue to value the guidance and opinions of older people in Haringey and their continuing contribution to making this strategy happen.

The strategy and its delivery plan are undoubtedly made stronger because of its key drivers – older people themselves – and because it is based on the principles of working together in partnership.

The Well-being Partnership Board is very pleased to present *Experience Still Counts*, the outcome of a review which takes us forward to 2012.

Best wishes

**Councillor Bob Harris**  
Chair, Haringey Well-being Partnership Board and Cabinet Member for Adult Social Care and Well-being

**Richard Sumray**  
Vice Chair, Haringey Well-being Partnership Board and Chair, NHS Haringey

Haringey's Well-being Partnership Board leads in promoting and delivering a Healthier Haringey for all people aged 18 years and over in Haringey.

Local residents, statutory, voluntary, community and commercial organisations all have a role to play in improving well-being.

This includes access to health and care services; access to appropriate leisure and educational services; access to employment; and opportunities for a healthier lifestyle.

## What other people have said about Experience Counts 2005-2010

“The Council and its partners have a strategic approach to services for older people that goes beyond health and social care ... which clearly articulates an ambitious vision that addresses quality of life issues and has a good balance and emphasis on independence and wellbeing for older people at various stages of their life.”

*Haringey's Comprehensive Performance Assessment, 2006*

*Experience Counts* puts Haringey in the “top division” because of the way it networks across partner organisations in close liaison with older people. It also gives respect and value to older people’s contributions to the strategy.

*London Older People's Advisory Group, 2005*

## Introduction

Within 20 years half of the adult UK population will be over 50. One in four children born today will live beyond 100. According to the Office for National Statistics mid-2007 figures, nationally there are now more pensioners than there are children under the age of 16.<sup>2</sup>

This is a significant demographic change that has not been seen before.<sup>3</sup> The change brings both opportunities and challenges and there is a need for all those working with older people to make an independent life an option to as many people as possible.

The future challenges of an ageing society are significant:<sup>4</sup>

- Between 2006 and 2031 the UK population will grow from 60.6 million to 71 million
- Over 65s will increase from 9.7 million in 2006 to 15.8 million in 2031, from 16 to 22 per cent of the population
- Over 85s will increase from 1.2 million to 3.9 million over that period, yet half will have some form of disability
- The ratio of women to men aged over 90 will fall from 3:1 to 2:1
- 100+s will increase dramatically, but most will have dementia
- Working-age taxpayers will be a smaller proportion of society
- Extended families are more likely to live away; some will lose contact
- Only a tenth of the 1940s generation was childless; a fifth of the 1980s generation will be

**Public perceptions about ageing need to change. The lives of older people need to be thought of as 'our lives' not 'their problem'. Central government should lead this change nationally by tackling the current crisis, which is impeding progress. Local government should lead locally, by providing services which bring people together, particularly across generations. Publicly funded media should support this by raising the profile of the current challenges, opportunities and collective responsibilities surrounding ageing.<sup>4</sup>**

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<sup>2</sup> In Haringey, the figures show the number of people aged 65+ continues to exceed the number of 0-15 year olds by 18,700

<sup>3</sup> Don't stop me now: Preparing for an ageing population (Audit Commission, July 2008)

<sup>4</sup> Never too late for living: Inquiry into services for older people (All Party Parliamentary Local Government Group, July 2008)

# Background to the strategy

## Introduction

Older people – as citizens, volunteers and service users – are an important resource for local action to tackle social isolation and support independent living.<sup>5</sup> Service planners need to understand, engage and mobilise their older community in order to:

- plan or deliver services tailored to the needs of their older population;
- mobilise the potential in the wider community, giving scope for self-help and volunteering opportunities.

Although older people use public services and provide positive contributions to society as volunteers, employees and unpaid carers, they face discrimination in many areas of their life. These include:

- negative attitudes from society, the media, employers, professionals and service providers
- policies which do not take account of their needs
- barriers which prevent them being listened to, consulted or involved in ways that matter
- physical barriers such as a poorly designed environment and transport system

Recognising and tackling this discrimination will ensure that older people are valued and have access to mainstream public services which respond appropriately to their changing needs. They have a right to access services irrespective of their personal circumstances or background.<sup>6</sup>

## Local initiatives since 2005

Areas that develop a cross-cutting strategy have more robust and sustainable approaches to their older communities.<sup>5</sup> Councils that have relied solely on pilot funding, without an overarching strategic approach, struggle to sustain initiatives.

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<sup>5</sup> Don't stop me now: Preparing for an ageing population (Audit Commission, July 2008)

<sup>6</sup> This includes their age, disability, ethnicity, gender, religion or sexual orientation.

***Haringey's Well-being Strategic Framework (2007-2010)*** aims to promote a healthier Haringey by improving well-being and tackling health inequalities. Overall, people in Haringey are living longer than they did 20 years ago but too many local people are still dying prematurely. There are also big variations between different parts of the borough in how long people live. Local residents, statutory, voluntary, community and commercial organisations all have a role to play in improving well-being. This includes:

- access to health and care services
- access to appropriate leisure and educational services
- access to employment, and
- opportunities for a healthier lifestyle.

The framework was developed in partnership between Haringey Council, NHS Haringey and Haringey Association of Voluntary and Community Organisations. It is based on the seven outcomes for improving well-being being set out in the Department of Health's White Paper, ***Our Health, Our Care, Our Say***.

- Improved health and emotional well-being
- Improved quality of life
- Making a positive contribution
- Increased choice and control
- Freedom from discrimination and harassment
- Economic well-being
- Maintaining personal dignity and respect

Our latest ***Local Area Agreement 2008-11*** sets out priority improvement areas that the Haringey Strategic Partnership will focus on over the next three years. This includes a number of targets relevant to older people including NI 6 Participation in regular volunteering. The new Performance Framework is focused on improving outcomes for local people rather than on processes and inputs.

### **National initiatives since 2005**

***Securing Good Care for Older People*** (Sir Derek Wanless, 2006) modelled future demand for social care for older people, setting out six funding options for social care including new and improved means-testing; free personal care along the lines of the Scottish model and social insurance based on entitlements. The report advocated a partnership model which would provide a basic, minimum level of care to everybody,

end means-testing and offer incentives for people to save for their own future care needs.

***The Employment Equality (Age) Regulations 2006*** made it unlawful to discriminate against workers, employees, job seekers and trainees because of their age by:

- deciding not to employ someone
- dismissing them
- refusing to provide them with training
- denying them promotion
- giving them adverse terms and conditions
- retiring an employee before the employer's usual retirement age (if there is one) or retire an employee before the default retirement age of 65 without an objective justification.

The Department of Health launched its White Paper, ***Our Health, Our Care, Our Say***, in January 2006. Its vision was that, through reconfiguration of services, realignment of health and social care systems and wider service inclusion, everyone in society should be empowered to make a positive contribution and have a right to control their own lives through:

- preventative services
- earlier intervention
- choice and a stronger voice
- reducing inequalities
- improved access
- support

Its seven outcomes for health and social care were subsequently adopted by the Haringey Well-being Partnership.

In December 2007, the seven outcomes of ***Our Health, Our Care, Our Say*** were clarified through the ***Putting People First*** concordat, a joint protocol between the government, NHS, Local Government Association, Association of Directors of Adult Social Services, the Commission for Social Care Inspection, and others. This has been described as the most radical reform of social care since the Community Care Act 1990. It marks the launch of the Transforming Social Care programme, and includes within its remit:

- a single community-based support system of health and well-being
- partnership between local government, primary care and community-based health provision
- replacing paternalistic, reactive care of variable quality with a mainstream system focused on prevention, early intervention, enablement, and high quality personally tailored services.

In February 2008, the Department of Communities and Local Government published *Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society*, setting out the government's plans to ensure that there is enough appropriate housing available in future to relieve the predicted unsustainable pressures on homes, health and social care.

In July 2008, Professor Lord Ara Darzi published *Healthcare for London: Framework for Action*, recommending changes to take place over the next ten years and bringing health care closer to home.

The Audit Commission's July 2008 document, *Don't stop me now*, reviewed progress from *Opportunity Age*, identifying the following key messages:

- the population is ageing and the older population is becoming more diverse
- few councils are well prepared for the additional diversity in their populations
- central government's *Opportunity Age* initiative has had limited impact
- councils have a leadership role to create an environment in which people can maintain a good quality of life as they age
- all councils need to understand their older communities and shape both universal and targeted services accordingly, and
- increased awareness, better engagement and innovation could help many older people without significant expenditure.

The All Party Parliamentary Local Government Group published the results of its inquiry into services for older people, *Never too late for living*, in July 2008. The report makes the following points:

- public perceptions about ageing need to change – the lives of older people are 'our lives' not 'their problem'
- we need, as a nation, to agree on what we can rely on as we get older and make sure that the outcomes are publicly known, and that local areas should set out how they will be delivered, led by local authorities

- health and social care need to work much more closely together if services for older people are to improve dramatically – with local authorities taking the lead in joint commissioning
- we need a much more rational approach to preventing ill health in older people and supporting their independence – which means giving priority to a holistic range of services that keep people active and involved in their communities, rather than having to have acute treatment or residential care.

In February 2009, the Department of Health published *Living Well With Dementia*, a national five-year strategy focusing on three key themes: raising awareness, early diagnosis and intervention, and improving the quality of care.

*Developing World Class Primary Care in Haringey*, NHS Haringey's primary care draft strategy, was published in June 2007 and is due to be finalised in summer 2009.

From 1 April 2009, Corporate Performance Assessments and most rolling programmes of inspection will be replaced by a new performance assessment framework – *Comprehensive Area Assessments*. These reports will be published from November 2009 and include an area assessment of how well public services are delivering better results for local people on local priorities such as health, economic prospects and community safety and how they are to improve in the future.

*Experience Still Counts* addresses these issues as well as incorporating the principle expressed in the Department of Health's White Paper, *Our Health, Our Care, Our Say* (2006):

**At the same time as giving people greater choice and control over the services they use, we also need to ensure that everyone in society has a voice that is heard. When people get involved and use their voice they can shape improvements in provision and contribute to greater fairness in service use.**

## Aim

The aim of this strategy continues to be **to tackle discrimination and to promote positive attitudes towards ageing** by:

- ensuring that the diversity of all Haringey's communities and the different aspirations of individual older people are valued and responded to appropriately
- planning services for older people which take into account their needs, views and preferences
- strengthening working relationships between organisations which support older people

## Vision

We are committed to our vision for Haringey that, by 2012:

**'Older people are enabled to be as informed, active, healthy and independent as possible, and empowered citizens at the heart of the community'.**

This vision will be applied to any service that an older person in Haringey comes into contact with. We will ensure that organisations communicate better with each other and with older people themselves.

## Outcomes 2009-2012

This strategy has ten outcomes for improving the quality of life for older people in Haringey. As ageing does not happen uniformly, people will have different priorities at different times of their lives. Not all older people will identify with all of the outcomes all of the time. However, most will identify with at least one of the outcomes and others may identify with them all. The outcomes are:

- 1 Being respected
- 2 Keeping informed
- 3 Staying healthy
- 4 Being active
- 5 Choosing work
- 6 Feeling safer
- 7 Having a safe, comfortable and well-maintained home
- 8 Living with support
- 9 Getting out and about
- 10 Making the most of your income

## Who the strategy is for

This strategy is aimed at:

**Active and independent older people:** some of whom have completed their career in paid employment or child rearing; others may still be working or have caring responsibilities. Some older people remain active and independent into late old age; others may not.

**Older people who are vulnerable:** some of whom may have ill health or long-term conditions such as diabetes and dementia, or social care needs, or a combination of both.

Older people, as defined by government, are those aged 50+. But there are many people in their 70s and 80s who do not consider themselves to be old and who object to being labelled as such. The statutory retirement age is 65, and older people's social care services are for those aged 65+. It is therefore difficult to satisfy everyone with a simple answer to "how old is an older person?" Many people would agree, therefore, that old age is a state of mind rather than a fixed chronological point.

## Links with other relevant strategies and frameworks

This strategy continues to build on our responsibilities contained within the Local Government Act 2000. This gives the Haringey Strategic Partnership the power to promote the economic, social, and environmental well-being of local communities through the Sustainable Community Strategy. The vision of Haringey's Sustainable Community Strategy to 2016 is:

**“A place for diverse communities that people are proud to belong to.”**

This is an overarching strategy with detailed service specific plans and strategies underpinning it. To find out about our plans to meet the outcomes, contact the people identified in Appendix A. The links between *Experience Still Counts*, *Haringey's Well-being Strategic Framework* and the *Sustainable Community Strategy* are set out in Appendix B.

This is a large and complex strategy. We have, therefore, streamlined the delivery plan for *Experience Still Counts* by avoiding duplication and overlap with other strategies already in existence or currently in production. Details of where overlaps were identified are set out in the chapter entitled *Our Outcomes and Priorities*. These areas will be monitored by the relevant strategy.

## Haringey's older people

Haringey's population of older people is highly diverse (further details in Appendix C). It includes people from a wide age range and from different ethnic and socio-economic backgrounds who have very different day to day experiences.

Demographic trends in Haringey show that:

- the number of people over 50 is increasing – from 48,295 in 2001 to 55,286 in 2021.<sup>7</sup>
- life expectancy varies across the borough with those in the west living longer than those in the east
- there are more older women than older men
- the percentage of older people from black and minority ethnic groups is increasing – particularly in the east of the borough
- over half of people aged 50+ own their homes – this varies greatly from 38% in White Hart Lane ward to 78% in Alexandra ward
- older people in the borough feel they are less healthy than those in London and England
- admission to mental health services is high and varies greatly across the borough
- the employment rate of people aged 50 and over is disproportionately low compared with the rest of the population

## Scope of strategy

This strategy covers all aspects of older people's lives represented by the ten outcomes. The original delivery plan covered the period 2005-2008. The intention was to produce a revised delivery plan to take the strategy through to 2010; however, much has happened in the past four years and the revised and updated strategy and delivery plan – *Experience Still Counts* – will take us through to 2012 with a number of new and ongoing priorities. The strategy continues to lay the foundation for rethinking our approach to improving the quality of life for older people. The key priorities identified within each outcome will be reviewed on an annual basis and will inform future plans.

Further information on development and consultation in relation to this strategy can be found in Appendices D and E.

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<sup>7</sup> GLA 2007 round population projections, PHP high

## Our outcomes and priorities

### 1. Being respected

#### To ensure that older people are respected and valued

We are committed to increasing respect of older people and supporting their involvement across Haringey by:

- Recognising the contribution that older people can make and making use of their experience and skills
- Communicating with older people in a variety of ways and ensuring that all voices are heard
- Working to identify and remove discrimination based on age

According to major reports published in 2008, public perceptions about ageing need to change. Our ageing population is increasingly diverse: stereotypes about older people are misleading, so information is needed about the diversity of local people.

All councils need to understand their older communities and shape both universal and targeted services accordingly. Engagement is needed with older people to commission, design and deliver both mainstream and targeted services.

At a recent visit of the Haringey Forum for Older People to a day centre, a staff member commented: “We’re really pleased you’ve come to talk with our users. They talk with us, but it also seems helpful to our users that they’ve got independent people to talk with like yourselves. They seem to be more confident to raise some of their anxieties with you, for example, about personalisation issues”.

“Having a voice means ‘Listen to me. Respect me. Let me put my point across. Take me seriously.’”

“We urgently require a place to hold our meetings with financial support to pay for the venue so that we can organise activities.”

“It’s very important to have the opportunity to speak specifically about older people’s own experience.”

“Ageism is still prevalent; not everyone enjoys being called ‘luvvie’ or ‘dear’.”

“Compared with other boroughs, Haringey is best, but we still need more ethnic staff in Haringey offices like libraries and leisure centres.”

## **Achievements 2005-2008**

- Area-based grant funding has enabled the work of the Haringey Forum for Older People to develop. The membership has risen from 300 in 2005 and currently stands at over 800. The Forum has a regular programme of activity involving members making a positive contribution through consultation and campaigns.
- A review of the role of the Older People's Partnership Board is ongoing; the Board now has two co-chairs, one of whom is a resident.

## **Priorities for delivery plan 2009-2012**

### **1.1 To promote and encourage appropriate respect of all older people**

- Investigate the feasibility of carrying out an older person's customer journey as part of the Personalisation programme
- Work with Customer Call Centres to improve older people's contact experience, developing standards of customer care for older people at all major Council service access points
- Promote the roles of Dignity in Care Champion and Older People's Champion by clearly defining and promoting the roles, and by involving them in developing services for older people

### **1.2 To increase opportunities for the involvement and representation of older people in the decision making process**

- Develop policies for Service User and Carer Involvement and Service User and Carer Payment
- Increase older people's attendance at Area Assemblies by ensuring that meetings are accessible
- Review the role of the Older People's Partnership Board to ensure representation across all services of older people in the decision-making process
- Provide support for older people's groups, such as the Haringey Forum for Older People

### **1.3 To reduce age discrimination**

- Develop an action plan to identify key areas of work to ensure that older people receive equal treatment from local health services

Older people identified equalities issues as one of their priorities. Equalities are a key element of our response to the needs and requirements of all residents, employees and partners, monitored through the Equalities Public Duty Scheme. They are not therefore duplicated as separate actions for the delivery of *Experience Still Counts*.

## 2. Keeping informed

To ensure that older people have accurate information on which to base their decisions

Like everyone, older people want to know what is going on in their local area so that they can make the most of services, activities and facilities.

Increased awareness, better engagement and innovation can help many older people without significant expenditure. Marketing and promoting existing services to older people can increase take-up and support independent lives.

We are committed to making better use of information to understand our communities so that we can target resources where they will have the biggest impact. This will include engaging with the older community to understand the priorities for the area and providing tailored information on local services. We are committed to mapping out what is available locally that will provide for quality of life and make sure that there is a simple way for anyone to find out about these services.

Older people can also play a key role in developing better information about the services available in an area. Ensuring that information is not solely available via a website is essential.

We are responding to the vital need for universal information, advice and advocacy. This should be the glue of a care system that functions well and delivers choice and control to older and disabled people, their families and carers. This support is critical both to effective early intervention and prevention, and to enable people to access and manage longer-term or complex services.

“It is very important to have an advice and information base where users can raise their voices and have things explained in their language.”

“Information is very important to find out what’s available. Information about activities and volunteering opportunities should be advertised in local papers, library noticeboards and Haringey People.”

“Information about activities and services is still not reaching hard-to-reach groups. It is hard for them to get the information they need.”

“We need information about activities run by all local groups, not just statutory services and in certain wards.”

## Achievements 2005-2008

- To help increase the delivery of quality marked independent advice services, the Haringey Association of Voluntary and Community Organisations delivered 20 training sessions and workshops to prepare voluntary and community organisations to work towards the Community Legal Service quality mark. Eight community organisations received a quality mark. Eleven organisations were trained and equipped to work towards achieving the *Practical Quality Assurance System for Small Organisations* quality mark.
- To help keep older people informed of events, A *What's On* calendar of events across the borough for all groups is available in libraries and is published on the website at: [www.haringey.gov.uk/whatsonsearch.htm](http://www.haringey.gov.uk/whatsonsearch.htm). Events are also publicised in the *What's On* pages of *Haringey People*, delivered free of charge to all residents. *Haringey People* was shortlisted in the journalism category of the Good Communication Awards 2008. In the 2008 Annual Residents Survey, older people cited Haringey People as their preferred way of keeping up to date.

## Priorities for delivery plan 2009-2012

- 2.1 To ensure that older people feel supported by reliable, authoritative and friendly advice, information and advocacy services**
  - Produce a comprehensive Haringey Advocacy Strategy
  - Provide wide-ranging information at public access points throughout the borough in liaison with the Libraries Service where it is already an established part of core business
  - Continue to increase delivery of quality marked independent information and advice services
- 2.2 To ensure that information is accessible, up-to-date, and available in different formats (including paper, online and in community languages)**
  - As part of the Personalisation programme, consider ways of developing the Council's website further to improve access to services for people aged 50 and over
  - Hold an annual celebratory event or programme for older people
  - Continue to develop the Older People's Guide to Local Services

Older people identified a number of issues around the provision of advice, information and advocacy services as priorities. Where these issues overlap with key elements within Haringey's Community Engagement Framework, the Framework will be responsible for their delivery and monitoring. They are not therefore duplicated as separate actions for the delivery of *Experience Still Counts*.

### 3. Staying healthy

#### To promote healthy living

Our society is ageing but not necessarily healthily. By 2031, people over 65 years will show increases in high and moderate care needs by 54 and 53 per cent respectively, with only a 44 per cent increase in those with no care needs. Healthy life expectancy may increasingly have to be the focus for health and social care.

Partnerships are fundamental to effective local intervention. The current debate about the future of care and support should not be restricted to health and social care but to older people's services holistically, taking into account all the elements of well-being.

It has been recognised that spending on services that promote well-being in later life, other than social care, is likely to save money in the longer term. However, mechanisms for evaluation need to be developed.

Preventative care is still an issue, with recognition of the need for more opportunities such as exercise classes to improve balance and prevent falls, and basic non-medical footcare services.

Haringey has one of the highest mental health admission rates in London, particularly in the east of the borough. Nationally, it is accepted that one quarter of people aged 85 and over will develop dementia.

“The elderly should be able to have foot care and not be expected to pay.”

“The idea of polyclinics is OK, but not if it means closure of existing GP surgeries. They also need to be accessible for everyone, in central locations with good door-to-door transport links.”

“I find it difficult to get an appointment to see the doctor.”

“We need more help at swimming pools, especially for disabled people.”

“We don't get to see our own GP, even after making an appointment with them. We see a stranger. Sometimes we feel rushed and unimportant because the time allocated is not enough.”

## Achievements 2005-2008

- Libraries, leisure centres and NHS Haringey offer an established programme of weekly activities through Fit for Life, Health for Haringey and Health in Mind. Walking programmes and exercise classes range from jogging to chair-based exercises via yoga, pilates and gardening, for example, under the Health in Mind - Walk your Way to Health initiative co-ordinated through NHS Haringey:
  - Seven health walks have been established across the three wards.
  - 38 volunteer health walk leaders have been trained
  - Around 235 people attend the walks each month, and 100 people for at least three months.
- Half-year figures up to 2 December 2008 for the Haringey Leisure Centres Active Card show:
  - Active Card Membership for 65+ was 1,205 (2007-08: 1,128)
  - There were 21,562 visits by people aged 65+ usage (compared with 19,625 during 2007-08).
- Free swimming is available to those aged 60+ from 1 April 2009, linked to the Department for Culture, Media and Sport's national initiative, and locally to our HariActive Programme.
- Lay people within the community were trained to become Community Nutrition Assistants to provide advice on healthy eating to older people in their own community languages. The programme was developed using Area Based Grant funding in 2007-08 with eight students receiving accreditation.
- Healthy eating programmes for people aged 50+ were developed in three deprived wards: Noel Park, Northumberland Park and Bruce Grove. By the end of 2007, 207 people from a range of ethnicities had attended the Shape Up and the Cook and Eat programmes. A drop-in session in 2007 followed up progress and in 2008 a further round of programmes ran in the three wards.

## Priorities for delivery plan 2009-2012

- 3.1 To keep older people informed about their choices for a healthier lifestyle**
- Encourage older people to eat healthily and regularly in hospital, intermediate care and at home

- Support to stay healthy through a range of healthy living activities, advice and information
- Develop a preventive footcare service
- Address inequalities in healthcare at the point of delivery
- Promote smoking cessation services and education to prevent people starting smoking

### **3.2 To encourage older people to use leisure services**

- Continue to develop a healthy activity programme for older people in leisure centres and other venues

### **3.3 To strengthen mental health services for older people**

- Develop an Older People's Mental Health Strategy to be in place by the end of 2009

Older people identified the need for a number of strategies to keep them informed about choices for a healthier lifestyle:

- actions relating to sexual health will be monitored by the Sexual Health Strategy
- the Active for Life GP referral scheme encouraging older people to take up physical activity and the Health in Mind health walks will be monitored by NHS Haringey through the Area Based Grant funding process

Because these issues are being monitored elsewhere, they are not therefore duplicated as separate actions for the delivery of *Experience Still Counts*.

## 4. Being active

To create opportunities for being active including getting involved, volunteering, socialising and life-long learning

Many older people are ready and willing to contribute to community life: local authorities and their partners can help in mobilising this resource.

Voluntary organisations recognise that older people bring a wealth of skills and expertise to volunteering. By passing on your skills and learning you can make a difference to people's lives. Volunteering is also a good way to make new friends and improve general levels of health and fitness.

Leading or volunteering community-based initiatives has quality of life benefits for those involved, as well as maximising the economic potential in this group.

Volunteers play a key role in helping people with low level problems living in the community through befriending and networking schemes.

### Achievements 2005-2008

- Six Trans-Age Action courses recruited and trained 53 older volunteers at Age Concern Haringey. 48 Trans-Age Action volunteers (aged 50 to mid 80s) were placed in 26 schools and six community settings, the majority of which are situated in or serve the most deprived neighbourhoods. Seven Trans-Age Action intergenerational events took place, including four workshops in secondary schools.
- Information on life-long learning for people aged 50 and over is available in libraries. More than 20 drop-in sessions are now being held in a number of libraries including Wood Green and Marcus Garvey. Attendance has increased by more than ten per cent with increased levels of satisfaction recorded in the Residents Survey.

“Get young and old together – integrate them through older people visiting schools.”

“We need culturally appropriate facilities for the provision of leisure activities, day opportunities, for utilising our time fruitfully, getting enjoyment and peace.”

“There are opportunities for social activities, but transport and feeling safe are always an issue in the evenings.”

“Learning opportunities are there but you have to pay for most classes. Only beginner classes are free.”

- The Haringey Adult Learning Service has delivered two information and computer technology courses (email and internet) for the University of the Third Age. 280 learners (530 enrolments) aged 50+ attended a Haringey Adult Learning Service computer course during the academic year 2006-07. Silver Surfer and First Byte sessions are run in libraries at least once a week.
- Standard Pension Discounts of 50% apply on all courses that are not offered free of charge. Registered carers and library members receive an additional 10% discount.
- 871 people aged 50+ enrolled on Haringey Adult Learning Service courses in 2007-08 out of an overall service total of 3,439, with the highest take-up in information, computer and digital technology courses. Learner satisfaction surveys indicated a high degree of satisfaction (although these did not target age-specific groups).

## **Priorities for delivery plan 2009-2012**

### **4.1 To create opportunities for taking up recreational activities**

- Continue to develop non-sport related recreational and social activities for people aged 50 and over involving agencies such as Age Concern Haringey, Sixty Plus scheme, community centres and health agencies through running older people's drop-in groups in Haringey libraries
- Run reminiscence groups around the borough to enable older people to share their life experiences

### **4.2 To increase opportunities for life-long learning**

- College of North East London and Haringey Adult Learning Service to work with older people to establish life-long learning needs and preferences, including University of the Third Age

### **4.3 To support the use of computers by older people**

- Expand opportunities for older people to work with computers

### **4.4 To increase the take up of English as a second language courses by older people**

- Monitor take-up and delivery of English for Speakers of Other Languages classes / family learning courses by older people

Older people identified the need for a number of strategies to keep them informed about opportunities for being active:

- actions relating to volunteering will be monitored by the forthcoming Volunteering Strategy
- a programme for preparing Council staff for retirement will be delivered and monitored by the Council's People Plan.

Because these issues are being monitored elsewhere, they are not therefore duplicated as separate actions for the delivery of *Experience Still Counts*.

## 5. Choosing work

### To create opportunities for employment

Older people would like to be able to choose whether to work or not, and to have a range of suitable job opportunities.

For at least a generation, unemployment locally has exceeded national and regional averages. Eight per cent of people in Haringey aged 50-59 who are willing and able to work are unemployed. This is double the London and England rates of four per cent.

Regardless of age, it can take time to find another job for those who are out of work, whether voluntarily or through redundancy. However, older people have a wealth of experience in the workplace which is highly valuable, and those knowledge and skills can help in finding new jobs.

Specialist programmes and resources are available to people aged 50 and over to help find work or learn new skills. For example, New Deal 50 plus is a Jobcentre Plus programme that offers support and advice for people over 50 to find work. It also offers training and help to those who are finding it difficult to get a job or work that pays a decent wage.

Companies now face substantial financial penalties if their employment practices fail to comply with laws on age discrimination. Forced retirement before the age of 65 and age discrimination in recruitment, promotion and training are banned. Employers also have to consider requests from their employees to work after the age of 65.

Age Positive is a government campaign aimed at tackling age discrimination and promoting age diversity in the workplace.

“The tax and benefit system can be a disincentive to people taking on paid work after retirement.”

“Older people are means-tested so there’s no incentive to work.”

“Older people’s views and experiences for better living should be used to promote inclusion and there should be more opportunities for them to share their skills.”

## Achievements 2005-2008

- The Wood Green Library Business Lounge has now been established, a comfortable lounge area from which the libraries provide a range of comprehensive business information services to support small and medium businesses in the borough. The lounge offers start-up help, as well as facilities to grow and develop business by offering:
  - dedicated one-to-one business advice and support
  - company information
  - market research
  - meeting rooms
- As part of an initiative to introduce policies and promote awareness about working carers and carer-friendly practices for unpaid carers, an invitation was included with Haringey Council payslips in October 2007 for staff who are unpaid carers to 'get connected'. Forty people responded, all of whom were provided with individual advice and information and Haringey carers referred for carer's assessment.

## Priorities for delivery plan 2009-2012

- 5.1 To deliver programmes to help people aged 50+ into employment and training, monitoring take-up and outcomes of training opportunities**
- Coordinate job brokerage provision for older people, raising awareness of the Haringey Guarantee Scheme and Job Centre Plus New Deal
  - Continue to provide work placements and supported employment opportunities for older people with disabilities
  - Run refresher skills services and courses for people aged 50 and over
- 5.2 To promote awareness of advice, information and support services to help people aged 50+ into training and employment**
- Increase promotion of skills development, information, advice and guidance and job search activities for HALS and CONEL courses and services, targeting people aged 50 and over

Older people identified a number of needs around choosing work:

- the need to help carers who want to work into training and employment by introducing policies and promoting awareness about working carers and carer-friendly practices in NHS Haringey or

Haringey Council. This will be monitored through the forthcoming Carers Strategy.

- the Council's People Plan will monitor the profile of its staff in employment and training, including figures and the proportion of the workforce they represent; and lead by example to tackle issues of discrimination of people aged 50 and over by employers.

Because these issues are being monitored elsewhere, they are not therefore duplicated as separate actions for the delivery of *Experience Still Counts*.

## 6. Feeling safer

### To create safer communities

Many older people worry about their safety when they leave their home and sometimes even when they are at home.

Haringey's Safer Communities Partnership has published its priorities and main areas of activities for 2008-11. The work rests on many years of collaboration and consultation which have provided a better understanding of the causes of crime and the impact of our interventions.

The trend for recorded crime in Haringey has fallen by 22% since 2003 and concern about crime in the borough fell recently from 54% to 46% - its lowest level since 2000. The number of local people benefiting from drug treatment services, domestic violence support and action by our Anti-Social Behaviour Team is higher than ever.

Police Safer Neighbourhood Teams are well established in all wards and are working well with locally based Council services. A high level of public satisfaction with this model has been reported. However, it is recognised that there are still many challenges. It is also acknowledged that many crimes go unreported and improving confidence will be a priority.

The partnership has also reconfirmed its commitment to prevention and early intervention along with a balanced and proportionate approach to enforcement. This will need continued public support and co-operation to find better solutions to problems at the neighbourhood level.

“Mugging problems come in spates. People worry about coming home from the bus.”

“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.”

“We need more advice about how to deal with bogus callers.”

“I am frightened of young people in the streets with dogs. Prostitution and drugs also make people feel unsafe but we don't know what the police are doing about it.”

## **Achievements 2005-2008**

- In 2007-08, Metropolitan Care and Repair visited 197 older clients who had been burgled to help reduce the likelihood of repeat burglary. None subsequently had repeat burglaries.
- The Metropolitan Police Service distributed over 3,000 timers in the last year across Haringey. 1,000 of these have been at events specifically targeted at the 60+ group.
- In 2007-08, the Fire Service made home fire safety visits and fitted smoke alarms in the homes of 503 people aged 60+. In the same year, Sixty Plus helped 144 people to get smoke alarms.
- There is now a Safer Neighbourhoods presence in all wards, with a full team either in place or being recruited to. This is now Metropolitan Police Service policy and all wards in London have a dedicated team.

## **Priorities for delivery plan 2009-2012**

### **6.1 To safeguard vulnerable adults**

- Focus on working across multi-disciplinary agencies and with partners to ensure that the safeguarding policy and procedures are embedded
- Ensure that research with adult social care users and carers is subject to ethical review and approval

### **6.2 To provide access to crime prevention services for older people who have been victims of crime**

- Routinely refer older people to schemes offering professional advice and support
- Provide and install equipment to assist with future prevention

### **6.3 To provide access to crime prevention services for older people who have not been victims of crime**

- Publicise contact details for crime prevention advice as widely as possible
- Provide and install equipment to assist in crime prevention
- Programme of preventative advice, support and information
- Programme of outreach work and visits to hard-to-reach and seldom-heard groups using community networks, neighbourhoods and public events in parks

#### **6.4 To create a working partnership of problem-solving advisers and older people**

- Continue to roll out a problem-solving methodology in partnership with front-line services to resolve local crime, disorder and environmental issues
- Establish a one-stop audience-appropriate menu of services from which residents can make an informed choice to improve safety and security inside and outside the home

#### **6.5 To make older people feel safer outside their homes**

- Improved security in sheltered housing schemes

#### **6.6 To make older people feel safer inside their homes**

- Home fire safety checks

Older people identified a need to create a partnership of problem-solving advisers and older people by:

- continuing to commission Metropolitan Care and Repair to provide specific burglary prevention and support services to older people, and
- recruiting a neighbourhood crime and justice coordinator to deliver a programme of community engagement, increasing confidence in criminal justice agencies and addressing fear of crime.

These issues are being monitored through the *Safer for All* strategy within Safer Communities; they are not therefore duplicated as separate actions for the delivery of *Experience Still Counts*.

## 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

Having a safe, comfortable and well-maintained home is crucial to a person's quality of life. Older people can often find themselves living in accommodation that they struggle to maintain to a decent standard without help. Often that means some basic support such as assistance with small repairs to reduce health and safety hazards.

The government has now allocated more money for 'handyman' help to carry out repairs in older people's homes. This will be available to local authorities across England to help them develop or expand their local handyman services over the next two years.

The ageing of the population will be one of the greatest housing challenges of the 21st century. The Department for Communities and Local Government has recognised this in *Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society* which sets out the government's response to this challenge. It includes their plan to create Lifetime Homes in Lifetime Neighbourhoods and to ensure that there is enough appropriate housing available in future to relieve the forecasted unsustainable pressures on homes, health and social care services. Planners should see life-long accessibility as essential to all new building.

"The over 60s should get help with repairs, especially those with a disability."

"After an operation, I received very good help from the council and the adaptations to my bathroom were carried out straight away."

"I waited a whole week for a new boiler with no action from the council."

"Wardens leave supported accommodation at 4pm, so residents don't feel safe after 4pm and at weekends. Buildings with a concierge are much safer."

## Achievements 2005-2008

- In 2007-08, Metropolitan Care and Repair provided gardening support for 200 older residents. It worked on 18 carers' gardens for Haringey Adult Services and cut and trimmed 318 hedges.

## Priorities for delivery plan 2009-2012

- 7.1 To increase access to affordable schemes that provide low level home maintenance and gardening support to older people**
- Develop a low cost membership scheme for older people who are homeowners and private tenants to help with repairs, domestic services and gardening
  - Expand and develop handypersons' minor repair and gardening services for homeowners and private tenants
  - Explore the potential for establishing a home shopping service
- 7.2 To improve the quality of housing, particularly for vulnerable older people who need assistance in keeping their property in good repair**
- Develop a communications plan to ensure vulnerable older people who are tenants or owner occupiers know where to get help with housing related issues such as home and garden maintenance
  - Identify homes in the private sector in need of major repair which are occupied by older homeowners

Older people identified a need to plan for changing housing needs which will be monitored through Haringey's **Housing Strategy** which is currently in development and which includes consultation with older people:

- through the development of an older people's housing needs plan based on research to find out the type of support older people need in their homes (such as Community Good Neighbour schemes, floating support and sheltered housing)
- by bringing sheltered housing schemes up to Decent Homes standard suitable for older people's needs

Older people also identified the need for affordable warmth. This will be monitored through the **Affordable Warmth Strategy** due for completion in autumn 2009.

## 8. Living with support

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

There are times in everyone's life when they need help and support. Some people need support because they have ill health or a disability; often friends or family provide that help and support. However, sometimes support is needed from agencies such as the Council, health service, the voluntary or independent sector.

Well-planned, targeted services support independent later life. These will include services aimed at tackling social isolation, helping build social networks, and providing low level support in the home. They play a crucial role in preventing the onset of social isolation and physical and mental deterioration.

Local statutory agencies and the community and voluntary sector need to work together to make the best use of local resources, with appropriate provision for ageing black and minority ethnic populations.

People increasingly expect services that are right for them, and not just be given what happens to be available. Social care and health must progressively work more closely together to ensure that services for older people are more flexible, personal and cost-effective.

The *Individual Budgets Evaluation Network (IBSEN)* pilot programme tested new ways of giving people who use social care services a greater say in the assessment of their needs; better understanding of how resources are allocated to meet those needs; and greater flexibility in using resources to meet individual needs and priorities.

“I believe that lack of funds stops home care being a first rate service: that is not helpful to service users.”

“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.”

“It's very difficult for carers to have to fight for services. It's not fair that carers should be at the end of their tether before they can get help. This threatens the health of the carer and affects the person cared for.”

“Home carers' time should be monitored so it's clear how long they spend with each client.”

## Achievements 2005-2008

- Waiting times were reduced for small items of occupational therapy equipment. In 2007-08 we exceeded the national best performance target of delivering 97.8% of small equipment within seven days. An occupational therapy clinic, based at the Winkfield Resource Centre, opened in March 2005 and sees around 12 to 18 people every week. This 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 their quality of life.
- Falls prevention work was developed, with a coordinator post – funded by the Delayed Transfer of Care pooled budget – supporting Accident and Emergency departments at two local acute hospitals. A Falls Prevention Care Pathway was agreed and an Accident and Emergency falls register developed. Staff use a Falls Risk Assessment Tool (FRAT) to screen older people who have fallen or who are believed to be at risk of falls. Those scoring three or more are referred to the Integrated Community Therapy Team (ICTT) for specialist assessment and intervention. A Supporting People commissioned service, Sixty Plus, helped 43 people in 2007-08 with serious mobility problems. They also referred 162 people at risk of falls, offering falls prevention advice, helping them to access aids and other services to prevent falls.

Metropolitan Care and Repair's Hospital Homelink service helped 52 people in 2006-07 to be discharged safely into their own homes, and 67 clients in 2007-08. Metropolitan Care and Repair deals specifically with the home environment. On every visit it conducts a full Home MOT service to check and examine not only safety issues relating to trips and falls but also security and maintenance of the home. In 2006-07, 45 security audits on the homes of older people were completed, and 48 in 2007-08. This included an assessment of the risk of falls and home hazards. Tottenham Green Leisure Centre and residential care homes hosted falls prevention exercise classes.

- The *Essential Guide for Carers in Haringey* was launched in May 2007, a comprehensive guide to carers' services. An information pack and tracking system for carers' assessments was introduced in the Disabled Children's Team.
- The Home Care Night Service was successfully developed, helping 12 people at any one time to live at home. In the last year, 17 people were supported by this service which won the regional Department of Health's Health and Social Care Queen Mother's Award for The Care of Older People in 2006.

- Following the adoption of Haringey's Community Care Strategy, three of the Council's residential care homes for older people have been refurbished to a high standard, including landscaping of gardens. The newly-built Osborne Grove Nursing Home opened on 10 March 2008. Intermediate care units are now registered for dementia at Cranwood and for mental health at Broadwater Lodge. The sale of Cooperscroft was completed in 2006. The home continues to provide good quality care and Haringey Council has a contract with the providers.
- The Black and Minority Ethnic Carers Support Service was contracted to provide culturally appropriate sitting services to the value of £102,400 a year.

## **Priorities for delivery plan 2009-2012**

### **8.1 To strengthen community-based services**

- Increase the number of intermediate care options available (including through the rapid response team and services which prevent a person having to go into hospital)
- Further develop the Falls Prevention Programme

### **8.2 To promote choice and control**

- Publicise availability of AskSara (self-assessment, rapid access) service for offering help, support and advice on health, home and daily activities
- Develop an End of Life Care Strategy for Haringey residents
- Promote the use of individual budgets and direct payments as widely as possible
- Expand the use of medicines prescription charts which make it easier to know when to take your medication

### **8.3 To develop day opportunities for older people**

- Ensure that day opportunities services in Haringey are provided equitably to meet the full range of cultural needs, with access to social and recreational activities and services that promote and support older people to remain as independent as possible and able to exercise choice and control in how their individual support needs will be met
- Further develop the mobile and housebound library service for people who find it difficult to visit local libraries

#### **8.4 To improve the quality of home care services**

- Develop flexible, round-the-clock, outcome-based, client-centred home care initiatives as part of the Personalisation programme

#### **8.5 To provide high quality co-ordinated services across health, housing, social care and the voluntary sector that reflect the cultural diversity of people in Haringey**

- Monitor the progress of schemes piloting a generic approach through the Common Assessment Framework

Older people identified a number of needs for unpaid carers. These issues will be monitored through the forthcoming Carers' Strategy; they are not therefore duplicated as separate actions for the delivery of *Experience Still Counts*.

## 9. Getting out and about

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

Older people report that getting around Haringey on foot or by public transport can be difficult. According to 2001 figures (Projecting Older People Population Information), there were 7,558 older people living alone in Haringey without transport.

Public transport is a key concern for many older people. In urban areas, fear of anti-social behaviour and crime are the chief concerns. In all areas, older people say that bus drivers are not mindful of their needs.

Mainstream services such as transport need to reflect the changing nature of society just as much as services directed at old age. Solving transport problems requires partnership working between the Council, transport providers and the older community.

*“For many people, including a significant number of older people, public toilets are a ticket to an active life. Is this an exaggeration? As we get older we often need to use the toilet more often and with greater urgency. This means that when we leave home, we depend on the availability and accessibility of public toilets whether provided by local authorities, business or shops. If there aren’t any available or open, we stay at home – on a bladder lease. Just how long can you last?”*  
Healthy Ageing Programme, Help the Aged (May 2008)

“The criteria for using Dial-a-Ride should be reviewed so that it can be used to attend leisure activities on a regular basis, including making sure people get safely inside their homes.”

“Better training for bus drivers to prevent falls when they brake too sharply, or arm injuries when they close the doors too early; and they always need to stop in the same place to help blind passengers.”

“Schoolchildren do not allow frail, older people to sit on the allocated seats.”

“Using buses is difficult when there are too many buggies on board.”

“We need better access to public toilets when we are out and about.”

## Achievements 2005-2008

- A community transport scheme was developed and is now working in the borough (based at the Selby Centre). The uptake has been very good.
- Better information is available about public conveniences. Full details of their locations, including maps, are on the Haringey Council website at [www.haringey.gov.uk/publictoilets](http://www.haringey.gov.uk/publictoilets). All public conveniences have now been modified and comply with the requirements of the Disability Discrimination Act. Public conveniences are now in most of our libraries.

## Priorities for delivery plan 2009-2012

### 9.1 To ensure spotless, smart and safe streets that everyone can use

- Develop and implement a work programme for the Haringey Mobility Forum
- Monitor the cleanliness and maintenance of streets
- Continue to monitor the quality of roads and pavements, publicising results to show how this has informed planning
- Continue to resurface all classified roads to reach top UK quartile for quality
- Continue to improve footways, prioritising those in the worst condition and those where most trip accidents occur, including keeping the pavements clear, so that people are able to walk freely
- Continue to improve street lighting replacing the oldest first and prioritising areas with high crime rates and road accidents

### 9.2 To further develop the community transport service

- Further develop the community transport service (to include Council, NHS Haringey, the voluntary sector, Haringey Mobility Forum and user feedback)

### 9.3 To improve the quality of service provided by public transport companies

- Improve standard of bus stops via ongoing quarterly meetings with Transport for London and Public Transport Liaison

- Encourage Transport for London to provide better and more frequent transport to and from local hospitals
- Involve Transport for London and Council officers with older people's events in order to provide information and receive feedback
- Encourage London Buses to improve quality of services via ongoing quarterly meetings with Transport for London and Public Transport Liaison
- Seek to work with local bus companies to involve older residents in bus driver training via ongoing quarterly meetings with Transport for London and Public Transport Liaison

#### **9.4 To implement the borough-wide strategy to improve access to public conveniences across the borough**

- Pilot a Community Toilet Scheme to encourage cafés, pubs, and other private enterprises to let the public use their toilets without obligation
- Produce and distribute a list of all accessible public conveniences with their opening hours
- Develop a plan for existing unused public conveniences based on the outcome of the Community Toilet Scheme pilot
- Install accessible toilets in three more public libraries – Highgate, Alexandra Park and Stroud Green

## 10. Making the most of your income

### To enable older people to maximise their income

Having sufficient income makes the difference between a poor and good quality of life. It is increasingly likely that as people are living longer, they will have to work beyond the current retirement age of 65 and will need to plan for this. Anxiety about budgeting and avoiding debt are key issues for older people.

At the beginning of 2009, the government confirmed that the UK is now officially in recession. Fuel bills continue to rise, and interest rates, for those who have savings, are at an all-time low while finding employment – for all age groups – is increasing difficult with the number of redundancies rising.

Age Concern's national figures show that:

- 16% of single older men and 22% of single older women, before housing costs, are in poverty
- 13% of single older men and 17% of single older women, after housing costs, are in poverty, compared to 19% of all pensioners before housing costs, and 17% of all pensioners after housing costs.
- Two million pensioners, before housing costs, and 1.8 million after housing costs are in poverty.

Poverty is defined as living in a household where the income is less than 60 per cent of the median income of the population as a whole.

Sixty eight per cent of pensioner households depend on state benefits for at least 50% of their income.

### Achievements 2005-2008

- A very successful partnership outreach event took place in Autumn 2008 which will be further developed and repeated.

“We are not happy with means-testing and the Council Tax is very hard on our budget. We find it difficult to meet all the expenses of bills.”

“Financial problems and paying bills are greatest for those in the middle, that is, those not earning loads but not in poverty.”

“We need more clarity on what happens if we have to go into full-time care.”

“I don't rely on the council, I depend on friends.”

“It wasn't a struggle to pay for the care I needed once I received Attendance Allowance.”

- The *Reaping the Benefits* project was set up last year, offering benefit checks and debt counselling to residents in three of the most deprived wards in the borough, Northumberland Park, Noel Park and Bruce Grove. A small team of two specialist Citizens' Advice Bureaux staff with more than 50 years' experience between them has generated over £551,000 in extra benefits for residents that would otherwise have gone unclaimed so far in 2008-09.
- Our benefits and local taxation team has provided benefits take-up and awareness advisory sessions around the borough. Advice has been given to over 600 people, around 38% of whom were advised that they may be entitled to some additional benefits.

## Priorities for delivery plan 2009-2012

### 10.1 To ensure that comprehensive pensions advice is widely available

- Continue to promote information about accessing good quality and reputable independent financial advisors to older people
- Continue to distribute *The Pensioners Guide*

### 10.2 To provide comprehensive advice on the full range of benefits and entitlements and increase take-up of these

- Develop the *Claim It* campaign to further strengthen the local working partnership between Benefits and Local Taxation, Department for Work and Pensions, Job Centre Plus, Employment and Skills Team, Finance Assessment Team, voluntary sector and benefits agency to provide comprehensive benefits services
- Lobby central government about the inflexibility of the tax credit/benefits system for older people

Older people identified a number of needs around making the most of their income:

- The Benefits Service will monitor the provision of comprehensive advice on benefits and entitlements and evidence of take-up;
- The forthcoming Carers Strategy will monitor unpaid carers and benefits.

They are not therefore duplicated as separate actions for the delivery of *Experience Still Counts*.

## Monitoring the strategy

The Older People's Partnership Board – co-chaired by an older resident and membership of which includes older people – will monitor the implementation of this strategy as part of the Haringey Well-being Strategic Framework and Haringey Strategic Partnership.

There is a delivery plan to accompany *Experience Still Counts* which describes the priorities for 2009-2012 for each outcome and shows how we will measure that we have achieved them.

We plan to measure whether older people's quality of life has improved through:

- monitoring the priorities and initiatives in this strategy
- revisiting the Haringey Forum for Older People
- working with local groups and organisations representing and consisting of older people

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**www.direct.gov.uk**, the official government website for citizens with easy access to the public services you use and the information you need, delivered by the UK government

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**Never too late for living: Inquiry into services for older people** (All Party Parliamentary Local Government Group, July 2008)

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**Office for National Statistics**

**Older and Bolder Voices** (Haringey Forum for Older People Newsletter, Autumn 2008)

**Opportunity Age: Meeting the challenges of ageing in the 21<sup>st</sup> century** (Department of Work and Pensions, 2005)

**Our Health, Our Care, Our Say: a new direction for community services** (Department of Health White Paper, January 2006)

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**Putting People First: a shared vision and commitment to the transformation of adult social care** (Department of Health, December 2007)

**Safer for All: Haringey's Community Safety Partnership Strategy 2008-2011** (Safer Haringey, 2008)

**Securing Good Care for Older People** (Sir Derek Wanless, 2006)

**Seldom heard: Developing Inclusive Participation in Social Care** (Social Care Institute for Excellence, September 2008)

**Transforming Lives: Tackling Poverty and Promoting Independence and Dignity Through Information and Advice** (Age Concern, March 2008)

**Living Well With Dementia: A National Strategy** (Department of Health consultation, February 2009)

**Your guide to local services: services for older people in Haringey 2006** (Haringey Council, Age Concern Haringey and NHS Haringey, online version 2006)

## **Glossary**

### **Active Card**

The Active Card is Haringey's Leisure Pass. It entitles older residents to savings in all of the Council's leisure centres.

### **Adult Services**

Adult Services, formerly known as social services, helps people who need extra support, or vulnerable people, to live as independently as possible. We do this by working with health services, voluntary groups and private care organisations.

### **Area Assemblies**

An Area Assembly is where local residents can contribute ideas on how the Council can improve the area in which they live. At the meetings, residents can talk directly with councillors.

### **AskSara**

An online self-assessment, rapid access service offering help, support and advice on health, home and daily activities.

### **College of North East London (CONEL)**

A vocational college, based in the heart of Tottenham, offering a wide range of courses.

### **Common Assessment Framework (CAF)**

The Department of Health is currently consulting on how to share information more effectively as part of multi-disciplinary assessment and care planning. The proposal is to create a framework to ensure that the right information is shared at the right time across health and social care services in order to improve the quality of an individual's care and support arrangements.

### **Community Good Neighbour schemes**

Groups of flats or bungalows for independent and active older people who are based in the local sheltered housing scheme. They keep a general eye on tenants' well-being and offer advice with day-to-day problems.

### **Comprehensive Area Assessments (CAA)**

From 1 April 2009, the Corporate Area Assessment will replace the Corporate Performance Assessment and most rolling programmes of inspection. It will look at how well local public services are delivering

better results for local people on priorities such as health, economic prospects and community safety and how they can improve.

### **Comprehensive Performance Assessment (CPA)**

An Audit Commission assessment. It categorised a Council's performance as 'Excellent', 'Good', 'Fair', 'Weak' or 'Poor'. See also **Comprehensive Area Assessments**.

### **Decent Homes standard**

All property owned and managed by the Council must meet the Decent Homes standard. To meet the standard, property must have reasonably modern facilities, be warm and weatherproof.

### **Delayed transfer of care**

Experienced by a hospital inpatient who is ready to move on to the next stage of care but is prevented from doing so for one or more reasons.

### **Dignity in Care**

A Department of Health campaign aiming to end tolerance of indignity in health and social care services through raising awareness and inspiring people to take action. Haringey has its own Dignity in Care Champion, Councillor Catherine Harris.

### **English for Speakers of Other Languages (ESOL)**

Courses designed to help people improve their English so that they can get more out of life. It will help those who want to study, improve their job chances, or apply to become a British citizen.

### **The Falls Prevention Care Pathway**

A guide for staff on when and how to identify older people at risk of falls using a falls risk assessment tool and the referral options for those older people needing further specialist assessment and interventions.

### **First Byte**

Weekly computer training sessions held in Haringey libraries to help anyone, of any age, understand computers and learn to use them with confidence.

### **Floating Support Services**

Floating support services provide housing related support to people in their own homes to prevent them having to move to specialist supported or sheltered housing.

### **GP Referral Scheme**

Active for Life is a partnership scheme between NHS Haringey and Haringey Council's Sport and Leisure Services. It is a programme designed to help inactive people become more physically active.

### **Haringey Adult Learning Service (HALS)**

The service works in close partnership with the Learning and Skills Council, local schools, libraries, employers and other local learning, voluntary and community organisations to offer a variety of courses in venues around the borough and at different times of the day and week. Concessionary rates are available for older people.

### **Haringey Association of Voluntary and Community Organisations (HAVCO)**

Haringey's local council for voluntary service, launched in 2003, aims to serve Haringey's voluntary and community sector by promoting, representing and supporting its diverse needs.

### **Haringey Forum for Older People (HFOP)**

An opportunity for older people to discuss issues that matter to them with each other, and with officers and service managers, which plays an active role in consultations. The Forum welcomes all older people from all backgrounds and is an excellent way of meeting new people.

### **Haringey Strategic Partnership (HSP)**

The overarching forum for partnership development in the borough. It is responsible for the Community Strategy, which sets out the priorities for improving the quality of life in Haringey.

### **Home care**

Personal care to enable people to stay in their own home for as long as possible. Help is given to bath, wash, dress, prepare food, and help people with other daily living activities.

### **Integrated Community Therapy Team (ICTT)**

Provides specialist assessment and intervention for people aged 65+ who score three or more during a falls risk assessment.

### **Intermediate care**

Intermediate care or short-term rehabilitation is used to describe a broad range of services to promote faster recovery from illness (often when people are recuperating from being in hospital) and maximise

independent living. The service is usually offered for a period of up to six weeks.

### **Job Centre plus**

Provides help and advice on jobs and training for people who can work and financial help for those who cannot.

### **Local Area Agreement 2008-11 (LAA)**

Sets out priority improvement areas that the Haringey Strategic Partnership will focus on over the next three years.

### **Metropolitan Care and Repair**

Services to improve the housing living conditions of older and disabled people.

### **New Deal 50 Plus**

A Jobcentre Plus programme offering support and advice for people over 50 to find work. It also offers training and help for people finding it difficult to get a job or work that pays a decent wage.

### **NHS Haringey**

The organisation responsible for planning, developing and providing health care services to local people.

### **Personalisation**

The Department of Health's White Paper, *Our health, our care, our say* confirmed that people want support when they need it, and they expect it quickly, easily and in a way that fits into their lives. To make this happen, the Department of Health is providing funding to help the social care sector achieve a shared vision: personalisation. This includes a strategic shift towards early intervention and prevention which will be the cornerstone of public services. This means that every person who receives support, whether provided by statutory services or funded by themselves, will be empowered to shape their own lives and the services they receive in all care settings. Local authorities, government departments and partners from independent, voluntary, and community organisations will all play a vital role in transforming social care services, taking into account housing, benefits, leisure, transport and health needs. It forms a part of the Government's **Transforming Social Care** agenda.

## **Partnership Boards**

Responsible for developing strategies and plans for the main service areas. For example relevant agencies, organisations and older people are represented on the Older People's Partnership Board. A senior Council officer and an older person jointly chair the meeting. Meetings take place every six to eight weeks.

## **Safeguarding Adults**

In Haringey there are vulnerable adults who are unable to care for themselves without support. They have a right to receive this support free from abuse and neglect, yet not all of them do. The Council works closely with NHS Haringey, the Metropolitan Police and other organisations to protect people from abuse and neglect. If you have any concerns about yourself or someone you know, contact 020 8489 1400 (office hours) or 020 8348 3148 (evenings, weekends and bank holidays). If you think the danger is immediate, call the police on 999.

## **Scrutiny Review**

Scrutiny Reviews are investigations by Councillors into areas of policy or delivery of Council services on issues of concern to the Council.

## **Sheltered Housing**

Sheltered housing is for older people or people with disabilities who live independently as tenants, but who occasionally need advice and support. All schemes have a scheme manager based locally.

## **Silver Surfers**

Groups which aim to allow older people (anyone aged 50 and over) to find out how the internet and email can enhance their lives.

## **Sitting services**

Sitting services provide respite for unpaid carers by having someone look after the person they care for in their own home.

## **Sixty Plus**

A free service run jointly by Hornsey Housing Trust and Novas Group and funded by Haringey Council's Supporting People Programme which offers advice, help and support in your own home on issues such as health and well-being, housing, finances and benefits and local activities.

### **Supported Housing**

Includes sheltered housing, shared homes and supported hostels where facilities are shared. Some also provide a 24-hour alarm service. Some schemes provide floating support to people living in Council, private sector and housing association properties, where the workers and managers may not be based locally.

### **Transforming Social Care**

See **Personalisation**.

### **University of the Third Age (U3A)**

Self-help, self-managed life-long learning cooperatives for older people no longer in full-time work, providing opportunities for members to share learning experiences in a wide range of interest groups and to pursue learning not for qualifications, but for fun.

### **Well-being Strategic Framework (WBSF)**

A framework developed in partnership between Haringey Council, NHS Haringey and Haringey Association of Voluntary and Community Organisations. It is based on the seven outcomes for improving well-being set out in the Department of Health's White Paper, *Our Health, Our Care, Our Say*.

### **Well-being Chairs Executive (WBCE)**

A monthly meeting of the chairs of the Well-being Outcome Focused sub-groups reporting to the Well-being Partnership Board, and chaired by the Director of Public Health.

### **Well-being Partnership Board (WBPB)**

Leads in promoting and delivering a Healthier Haringey for all people aged 18 years and over in Haringey. It is one of the thematic boards sitting under the Haringey Strategic Partnership.

## APPENDIX A: Contacts for each of the outcomes identified in the strategy

Outcome	Contacts
<b>Being respected</b>	
Sean Burke	Head of Neighbourhood Management, Haringey Council Tel: 020 8489 4928
Anne Daley	Head of Commissioning, South East Haringey, NHS Haringey Tel: 020 8442 5783
Robert Edmonds	Director, Age Concern Haringey Tel: 020 8885 8357
Paul Knight	Programme Coordinator, Personalisation, Haringey Council Tel: 020 8489 3084
Bernard Lanigan	Manager, Older People's Assessment and Care Management, Haringey Council Tel: 020 8489 3771
Philippa Morris	Head of Organisational Development and Learning, Haringey Council Tel: 020 8489 1088
Susan Oti	Assistant Director of Public Health, Adults and Older People, NHS Haringey Tel: 020 8442 6000
Lisa Redfern	Assistant Director, Adult Services, Haringey Council Tel: 020 8489 2326
Carla Segel	Business Support and Development Manager, Customer Services, Haringey Council Tel: 020 8489 2034
Naeem Sheikh	Chief Executive, Haringey Association of Voluntary and Community Organisations Tel: 020 8880 4035
Manuela Toporowska	Development Officer, Haringey Forum for Older People Tel: 020 8885 8358
Janette Wallace- Gedge	Consultation Manager, Haringey Council Tel: 020 8489 2914
<b>Keeping informed</b>	
Anne Daley	As above
Robert Edmonds	As above

<b>Outcome</b>	<b>Contacts</b>
Paul Knight	As above
Bernard Lanigan	As above
Barbara Nicholls	Head of Commissioning, Adult, Culture and Community Services, Haringey Council Tel: 020 8489 3328
Naeem Sheikh	As above
Sue Southgate	Manager, Integrated Care Team, Haringey Council Tel: 020 8829 2415
Manuela Toporowska	As above
<b>Staying healthy</b>	
Vanessa Bogle	Public Health Strategist – Long Term Conditions, NHS Haringey Tel: 020 8442 6878
Anne Daley	As above
Diana Edmonds	Head of Libraries, Archives and Museum Service, Haringey Council Tel: 020 8489 2759
Robert Edmonds	As above
Debbie Morgan	Service Manager, Drugs Advisory Service Haringey Tel: 020 8489 4011
John Morris	Assistant Director, Recreation Services, Haringey Council Tel: 020 8489 5602
Barbara Nicholls	As above
Susan Oti	As above
Mathew Pelling	Commissioning Manager, Haringey Council Tel: 020 8489 3340
Len Weir	Service Manager, Older People Tel: 020 8489 2338
Debbie Wilkins	Service Manager, Nutrition & Dietetics, NHS Haringey Tel: 020 8442 6000
<b>Being active</b>	
Pat Duffy	Head of Haringey Adult Learning Service, Haringey Council Tel: 020 8489 2566
Jan Dunster	Assistant Director, Learner Information and Support, College of North East London Tel: 020 8442 3144
Diana Edmonds	As above

<b>Outcome</b>	<b>Contacts</b>
Robert Edmonds	As above
Debbie Nichols	Manager, Sixty Plus Tel: 020 8275 4305
Naeem Sheikh	As above
Manuela Toporowska	As above
Len Weir	As above
<b>Choosing work</b>	
Paul Clarke	Programme Manager, Haringey Guarantee Scheme, Haringey Council Tel: 020 8489 2940
Steve Davies	Head of Human Resources, Haringey Council Tel: 020 8489 3172
Pat Duffy	As above
Jan Dunster	As above
Phyllis Fealy	Manager, Job Centre Plus, Edmonton and Wood Green Tel: 020 8899 3262
Nigel Redmond	Head of Human Resources, NHS Haringey Tel: 020 8442 6345
Martin Tucker	Regeneration Manager (Employment and Skills), Haringey Council Tel: 020 8489 2932
<b>Feeling safer</b>	
Margaret Allen	Assistant Director, Commissioning and Strategy, Haringey Council Tel: 020 8489 3719
John Brown	Borough Commander, London Fire Brigade Tel: 020 8885 2274
Jean Croot	Head of Safer Communities Unit Tel: 020 8489 6934
Steve Fallon	Manager, Metropolitan Care and Repair Tel: 020 8829 8315
Jackie Goodwin/ Toyin Olusoga	Neighbourhood Housing Manager, Homes for Haringey Tel: 020 8489 1279
Tessa Newton	Manager, Victim Support Haringey Tel: 020 8888 9878
Debbie Nichols	As above
Steve Russell	Service Manager, Housing and Health, Urban Environment, Haringey Council Tel: 020 8489 5196

<b>Outcome</b>	<b>Contacts</b>
Jonathan Williams	Chief Inspector, Head of Safer Neighbourhoods, Wood Green Police Station Tel: 0300 123 1212
<b>Having a safe comfortable and well maintained home</b>	
Diana Edmonds	As above
Steve Fallon	As above
Bernard Lanigan	As above
Debbie Nichols	As above
Mathew Pelling	As above
Nick Powell	Head Of Housing Strategy, Development and Partnerships, Haringey Council Tel: 020 8489 4774
Steve Russell	Service Manager, Housing and Health, Urban Environment, Haringey Council Tel: 020 8489 5196
Len Weir	As above
<b>Living with support</b>	
Anne Daley	As above
Diana Edmonds	As above
Steve Fallon	As above
Bernard Lanigan	As above
Barbara Nicholls	As above
Debbie Nichols	As above
Mathew Pelling	As above
Lisa Redfern	As above
Sue Southgate	As above
Pauline Taylor	Head of Medicines Management, NHS Haringey Tel: 020 8442 6000
Len Weir	As above
<b>Getting out and about</b>	
Niall Bolger	Director of Urban Environment, Haringey Council Tel: 020 8489 4523
Joan Hancox	Head of Sustainable Transport, Haringey Council Tel: 020 8489 1777
Dinesh Kotecha	Head of Property Services, Haringey Council Tel: 020 8489 2101

<b>Outcome</b>	<b>Contacts</b>
Beverley Taylor	Assistant Director, Frontline Services, Haringey Council Tel: 020 8489 1785
Manuela Toporowska	As above
<b>Making the most of your income</b>	
Jim Brady	Benefits & Local Taxation Manager, Haringey Council Tel: 020 8489 3804
Robert Edmonds	As above
Bernard Lanigan	As above
Imelda Mullins	Deputy Director, Age Concern Haringey Tel: 020 8801 2444
Mathew Pelling	As above
Marcus Power	Finance Assessment Manager, Haringey Council Tel: 020 8489 3913
Manuela Toporowska	As above

## APPENDIX B: Links with other strategies and frameworks

Experience Still Counts Outcomes	Well-being Strategic Framework Outcomes	Sustainable Community Strategy Priorities
1. <b>Being respected</b>	<ul style="list-style-type: none"> <li>• Freedom from discrimination or harassment</li> <li>• Maintaining personal dignity and respect</li> </ul>	<ul style="list-style-type: none"> <li>• People at the heart of change</li> <li>• Safer for all</li> <li>• Healthier people with a better quality of life</li> </ul>
2. <b>Keeping informed</b>	<ul style="list-style-type: none"> <li>• Increased choice and control</li> </ul>	<ul style="list-style-type: none"> <li>• Healthier people with a better quality of life</li> </ul>
3. <b>Staying healthy</b>	<ul style="list-style-type: none"> <li>• Improved health and emotional well-being</li> </ul>	<ul style="list-style-type: none"> <li>• Healthier people with a better quality of life</li> </ul>
4. <b>Being active</b>	<ul style="list-style-type: none"> <li>• Improved quality of life</li> <li>• Making a positive contribution</li> </ul>	<ul style="list-style-type: none"> <li>• People at the heart of change</li> <li>• An environmentally sustainable future</li> <li>• Economic vitality and prosperity shared by all</li> <li>• Safer for all</li> <li>• Healthier people with a better quality of life</li> <li>• Be people and customer focused</li> </ul>
5. <b>Choosing work</b>	<ul style="list-style-type: none"> <li>• Improved health and emotional well-being</li> <li>• Economic well-being</li> </ul>	<ul style="list-style-type: none"> <li>• An environmentally sustainable future</li> <li>• Economic vitality and prosperity shared by all</li> </ul>
6. <b>Feeling safer</b>	<ul style="list-style-type: none"> <li>• Improved quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• People at the heart of change</li> <li>• An environmentally sustainable future</li> <li>• Economic vitality and prosperity shared by all</li> <li>• Safer for all</li> <li>• Healthier people with a better quality of life</li> </ul>

## APPENDIX B: Links with other strategies and frameworks

Experience Still Counts Outcomes	Well-being Strategic Framework Outcomes	Sustainable Community Strategy Priorities
7. Having a safe, comfortable and well-maintained home	<ul style="list-style-type: none"> <li>• Improved quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• People at the heart of change</li> <li>• An environmentally sustainable future</li> <li>• Economic vitality and prosperity shared by all</li> <li>• Safer for all</li> <li>• Healthier people with a better quality of life</li> </ul>
8. Living with support	<ul style="list-style-type: none"> <li>• Increased choice and control</li> </ul>	<ul style="list-style-type: none"> <li>• Healthier people with a better quality of life</li> </ul>
9. Getting out and about	<ul style="list-style-type: none"> <li>• Improved quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• People at the heart of change</li> <li>• An environmentally sustainable future</li> <li>• Economic vitality and prosperity shared by all</li> <li>• Safer for all</li> <li>• Healthier people with a better quality of life</li> </ul>
10. Making the most of your income	<ul style="list-style-type: none"> <li>• Economic well-being</li> </ul>	<ul style="list-style-type: none"> <li>• An environmentally sustainable future</li> <li>• Economic vitality and prosperity shared by all</li> </ul>

## APPENDIX C: Setting the scene for this strategy

### Introduction

Haringey has a population of 224,700 (2007 mid-year estimates) people, about half of whom are from Black and Minority Ethnic groups. This includes a high proportion of asylum seekers and refugees. An estimated 193 languages are spoken in the borough.

There are a greater number of people who classify themselves as White in the more affluent west of the borough, while black African and black Caribbean communities are concentrated in the less affluent east. Residents of Asian origin are concentrated in the middle of the borough.

For at least a generation, unemployment locally has exceeded national and regional averages. Eight per cent of people in Haringey aged 50-59 who are willing and able to work are unemployed. This is double the London and England rates of four per cent.

### Population distribution

In 2001 there were 48,295 older people (aged over 50) in Haringey, making up approximately 22% of the total population. 45% (21,841) were male and 55% (26,454) were female. There is a higher proportion of older people living in the west of the borough, particularly in Fortis Green, Highgate, Alexandra and Muswell Hill wards.

By 2011, approximately 20.8% of the Haringey population is expected to be aged 50 and over, increasing to just over 22% by 2021. The number of people aged 50 and over will rise from 49,295 in 2001 to 55,286 in 2021.

The same pattern is evident in London as a whole. In 2001 approximately 27% of the population was aged 50 and over in London. There are expected to be fewer older people by 2011 (25.7%) but this will rise again to the current London figure of 27.8% by 2021.<sup>8</sup>

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<sup>8</sup> Greater London Authority 2007 round population projections, PHP high

**Table 1** The proportion of population aged 50 and over by ward, Haringey 2001 (%)

Ward	2001	2011	2021
Alexandra	25	26	28
Bounds Green	24	20	22
Bruce Grove	21	18	19
Crouch End	23	22	25
Fortis Green	26	25	25
Harringay	20	18	18
Highgate	26	23	22
Hornsey	22	19	20
Muswell Hill	27	26	29
Noel Park	23	19	18
Northumberland Park	20	18	18
St. Ann's	22	22	24
Seven Sisters	20	20	20
Stroud Green	18	20	22
Tottenham Green	21	18	19
Tottenham Hale	20	20	22
West Green	21	22	23
White Hart Lane	22	23	27
Woodside	23	20	28
Haringey	22	21	22
<b>LONDON</b>	<b>27</b>	<b>26</b>	<b>28</b>

Source: 2001 Census Area Theme Table CT002 and 2007 round of Greater London Authority demographic ward projections

### **Ethnic distribution**

In 2001 the proportion of people aged 50 and over from Black and Minority Ethnic<sup>9</sup> groups in Haringey was approximately 26% in 2001 (compared to 38% for the whole Haringey population). The distribution varies by ward with Black and Minority Ethnic groups concentrated in the east of the borough.

<sup>9</sup> Definition of Black and Minority Ethnic includes people of Mixed, Asian or Asian British, Black or Black British, and Chinese and other ethnic groups

**Table 2** The proportion of population aged 50 and over by ward, Haringey 2001 (%)

Ward	White Ethnic groups 2001	Black and Minority Ethnic groups 2001
Alexandra	90	10
Bounds Green	78	22
Bruce Grove	54	46
Crouch End	89	11
Fortis Green	92	8
Harringay	71	29
Highgate	91	9
Hornsey	80	20
Muswell Hill	92	8
Noel Park	70	30
Northumberland Park	64	36
St. Ann's	65	35
Seven Sisters	63	37
Stroud Green	76	24
Tottenham Green	59	41
Tottenham Hale	63	37
West Green	68	32
White Hart Lane	82	18
Woodside	73	27
Haringey	75	25
<b>LONDON</b>	<b>84</b>	<b>16</b>

Source: 2001 Census Area Theme Table CT003

Greater London Authority projections<sup>10</sup> estimate the proportion of people aged 50 and over from Black and Minority Ethnic<sup>11</sup> groups in Haringey will grow from 26% in 2001 to approximately 32.4% by 2011. This represents an increase of 19% in the proportion of older people from Black and Minority Ethnic groups. Conversely, the proportion of older people who are of White Ethnic origin is expected to fall from 74% in 2001 to 67.6% in 2011. This represents a fall of seven per cent in the proportion of older people who are of White Ethnic origin (Table 3).

<sup>10</sup> Greater London Authority Ethnic group projections 2001 round - central projection

<sup>11</sup> Definition of Black and Minority Ethnic includes people of Mixed, Asian or Asian British, Black or Black British, and Chinese and other ethnic groups

**Table 3** The proportion of population aged 50 and over by ethnic group (%)

Area	White Ethnic groups 2001	Black and Minority Ethnic groups 2001	White Ethnic groups 2011	Black and Minority Ethnic groups 2011
Haringey	74	26	67.6	32.4
London	84	16	64.9	35

Source: GLA ethnic group projections 2007 round

### Housing information

The 2001 Census showed that 58% of people aged 50 and over in Haringey were owner-occupiers. 73% of residents in Muswell Hill and 78% in Alexandra wards owned their homes whilst only 38% of residents in White Hart Lane and 40% in Northumberland Park did so (Table 4).

In 2001, the proportion of older people who rent from the Council and rent from Registered Social Landlords (21% and nine per cent respectively) is similar to the borough as a whole (20% and 11% respectively). However, older people in Haringey are much less likely to be private renters. Only nine per cent of older people in the borough are private renters, just under half the Haringey average of 20%.

Haringey's older people are significantly less likely to be in an overcrowded<sup>12</sup> household than residents in the borough as a whole. Thirteen per cent of older people are in an overcrowded household compared with 27% of Haringey's total population. But older people in Haringey are more likely to be in an overcrowded household than older people in London (10%) and more than three times more likely to be in an overcrowded household than older people in England (4%).

The Council has 1,500 sheltered housing units, representing approximately eight per cent of the total Council housing stock. All of these units provide low level support.

<sup>12</sup> An overcrowded household is one where there is at least one room too few

**Table 4** People aged 50 and over who are owner occupiers by ward, Haringey 2001 (%)

Ward	All people aged 50 and over	No.	%
Alexandra	2,636	2,061	78.19
Bounds Green	2,658	1,503	56.55
Bruce Grove	2,462	1,443	58.61
Crouch End	2,456	1,586	64.58
Fortis Green	2,964	2,004	67.61
Harringay	2,143	1,464	68.32
Highgate	2,667	1,809	67.83
Hornsey	2,243	1,055	47.04
Muswell Hill	2,743	2,010	73.28
Noel Park	2,595	1,271	48.98
Northumberland Park	2,570	1,047	40.74
St. Ann's	2,819	1,574	55.84
Seven Sisters	2,626	1,491	56.78
Stroud Green	1,904	1,072	56.30
Tottenham Green	2,481	1,063	42.85
Tottenham Hale	2,559	1,313	51.31
West Green	2,507	1,477	58.92
White Hart Lane	2,627	1,008	38.37
Woodside	2,631	1,632	62.03
Haringey	48,291	27,881	57.74
<b>LONDON</b>	<b>1,908,291</b>	<b>1,253,095</b>	<b>65.67</b>

Definition of owner occupied includes owns outright, owns with a mortgage or loan or shared ownership (Source: 2001 Census Area Theme Table CT002).

### Health and social care information

A key health inequality target is to increase life expectancy. In Haringey, life expectancy has continued to rise along with national trends.<sup>13</sup> Life expectancy for women has remained higher than the national average since 1996, whilst life expectancy for men has remained below the national average. The average life expectancy for men ranges from 70 years in parts of Tottenham to 78 years in parts of the west of the borough. This variation is in line with other data that

<sup>13</sup> Source: Haringey Health Report 2003

demonstrates substantially higher levels of multiple deprivation in the east of the borough. However, difference in life expectancy between women in the east and in the west of the borough is not so great.

Approximately 41% of older people in Haringey had a limiting long-term illness according to the 2001 Census.<sup>14</sup> Using this measure, Haringey's older population is generally less healthy than older people in London (38%) and England (38%).

The results are similar for permanent sickness and disability. Twelve per cent of older residents in Haringey are either permanently sick or have a disability, while nine per cent of older residents in London and nine per cent of older residents in England are either permanently sick or have a disability. Haringey has one of the highest mental illness admission rates in London, particularly in the east of the borough.

In 2007-08, 84% of service users aged 65 and over received community-based services to enable them to remain in their own homes. This is almost 15% of the total number of people aged 65 and over in the borough.

In terms of the provision of unpaid care<sup>15</sup>, there are no significant differences between older people in Haringey and older people in London and England. Thirteen per cent of older people in Haringey provide unpaid care, which is slightly lower than the figures for London (14%) and England (16%).

### **Access to Transport**

Using access to at least one car or van as a measure of mobility, older people in Haringey are not only relatively less mobile than people in the borough as a whole but also older people in London and England. Only 56% of older people in Haringey have access to at least one car or van compared to 61% in Haringey as a whole, 63% in London and 72% in England.

Haringey Council provides transport from a person's home to day services (and vice versa) and also enables service users to access other community opportunities throughout the day. This transport is only

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<sup>14</sup> A limiting long-term illness, health problem or disability that limits a person's daily activities or the work they can do. This also includes problems relating to old age.

<sup>15</sup> The term 'unpaid care' covers any unpaid help, looking after or supporting family members, friends, neighbours or others because of long-term physical or mental ill health or disability or problems relating to old age.

provided for service users who are unable to walk or take public transport (Chronically Sick and Disabled Persons Act 1970).

### **Crime data**

All crime (measured per 1,000 residents) has fallen steadily overall in Haringey over the last three years. Year on year the rate has fallen by 8% (from 136.7 to 125.4 crimes per 1,000 residents). However, Haringey still has a slightly higher overall crime rate than the London average and councils from within its most similar group.

Comparing Haringey's performance over the last six months compared to the previous twelve months shows a progressively improving trend that suggests partnership action is having an effect.

Recent crime statistics show victims of crime are disproportionately young, the peak age being 30 years old with two thirds (65.3%) of victims aged between 19 and 44. Only 7% of victims were aged over 60, despite this age group making up 13.4% of the population in Haringey.

The Haringey Residents Survey 2007-08 shows crime – one of the major concerns for Haringey residents – fell by 8% compared to the previous year; specifically older residents (60+) had the lowest concern over crime (39%) compared to younger groups.

## APPENDIX D: Development of the strategy

*Experience Still Counts* started at the point where *Experience Counts* ended: with older people as the key drivers in the development of a revised and updated strategy for improving the quality of life for older people in Haringey.

Following a consultation between September and December 2008, a refreshed and renewed set of priorities and key initiatives has been developed for each of the ten outcomes, with identified lead officers, resources and targets. The Older People's Partnership Board and the Well-being Chairs Executive recommended that the new delivery plan be aligned with the Well-being Strategic Framework, linking revised priorities and actions to the Well-being Strategic Framework's seven outcomes and incorporating relevant National Indicators. This will enable the Older People's Partnership Board to monitor the strategy through the Well-being Strategic Framework.

At the Well-being Chairs Executive in January 2009, it was agreed that the revised strategy be relaunched, under the new name of *Experience Still Counts* to cover the period 2009-2012.

An Equalities Impact Assessment was produced alongside the development of the strategy, including achievements to date and future planning in the context of the equalities profile of older people in Haringey.

The support of the Haringey Forum for Older People has been invaluable throughout this process. Supported by their Development Officer, Forum representatives gave their expertise and time in order to play a significant role in planning for the renewed, revised and reinvigorated *Experience Still Counts* strategy.

A Policy Officer, with help from a Policy Support Officer, coordinated the review and attended all the consultation meetings, working with older people and with lead officers across the Haringey Strategic Partnership to collect, collate and analyse the information which has fed into this strategy.

## APPENDIX E: Consultation undertaken about this strategy

At the start of the review process, a verbal report was presented at the Older People's Partnership Board in February 2008. The Board agreed to support the review and update of the strategy. An update was presented to the Board in October and December 2008 and again in January 2009.

Progress reports also went to the Well-being Chairs Executive meetings of March, July and November 2008 and again in January 2009 where recommendations were agreed and endorsed.

Contact was made with lead officers for each of the 176 key initiatives to plot progress and achievements against the 2005 delivery plan. This included staff from the Council, health, voluntary and community sector, police, local adult education colleges, the Pensions Service, Job Centre Plus and the private sector.

The consultation was conducted using Haringey Council's *Have Your Say Haringey*, the corporate calendar designed to let the public know about consultations which are currently taking place. The consultation ran from September to December 2008. It was planned in partnership with a small project group which included representatives from the Haringey Forum for Older People, Older People's Partnership Board, Council, health and voluntary sector.

The following documents were collated and distributed as part of the consultation process for each of the ten outcomes:

- **Achievements 2005-2008:** based on progress reports from all the lead officers across the Haringey Strategic Partnership
- **Ongoing work:** initiatives that require further work
- **New initiatives:** an opportunity for older people and lead officers to have their say on new and changing priorities for older people

The documentation was presented and discussed at the launch of the review of *Experience Counts* on 10 September 2008. All participants were given full packs of information to take home for further consideration. The information was also made available on Haringey's website at: [www.haringey.gov.uk/review\\_experience\\_counts.htm](http://www.haringey.gov.uk/review_experience_counts.htm)

The event was attended by individuals and representatives of the following groups:

- Age Concern
- Campbell Court Tenants Association
- Greek Cypriot Elders
- Haringey Alzheimer's Society
- Haringey Association of Voluntary and Community Organisations
- Haringey Forum for Older People
- Haringey Mobility Forum
- Haringey Wheelchair Users Group
- Islamic Culture Centre
- Older People's Partnership Board
- Older People's Reference Group which played a key role in the original 2004 consultation
- United Reformed Church Disabled Group
- Young at Heart.

Thirty-two older people plus a number of lead officers from across the Haringey Strategic Partnership attended, took part in discussions and fed back on the progress of *Experience Counts* to date; their views were also sought on the next steps for the strategy. Tables representing the ten outcomes of *Experience Counts* were facilitated by Haringey Forum for Older People representatives working with staff from partnership organisations.

Councillor Catherine Harris, Haringey's first Dignity in Care Champion, opened the day and took part in a number of outcome-specific discussions.

Feedback from the event was collated and incorporated into the first draft of a revised delivery plan for each outcome. This included feedback from the Haringey Forum for Older People's event in July 2008. Older people were again asked how they wanted to deal with the feedback. As a result, a series of ten focus groups – one for each outcome of the strategy – met during November and December to study the feedback from the consultation. Each focus group consisted of older people who helped facilitate at the September event alongside lead officers from partnership organisations.

Following each of the focus groups, relevant lead officers were contacted and asked for final input in order to finalise the updated delivery plan for 2009-2012.

In February, the draft of the revised strategy and delivery plan was circulated for comment and feedback to:

- Older People's Partnership Board
- Well-being Chairs Executive
- All those who participated in the consultation process
- Chair, Haringey Well-being Partnership Board and Cabinet Member for Adult Social Care and Well-being
- Vice Chair, Haringey Well-being Partnership Board and Chair, NHS Haringey

The revised strategy was also discussed at:

- Chief Executive's Management Board, Haringey Council: March 2009
- Cabinet Advisory Board: March 2009
- The Primary Care Trust Board: March 2009
- Cabinet: April 2009
- Haringey Well-being Partnership Board: May 2009

Feedback from older people who participated in the consultation process has been extremely positive.

## APPENDIX F: How we involve and consult with older people in Haringey

We involve and consult older people in a number of ways including:

- Area and Neighbourhood Assemblies
- Carers Partnership Board
- Haringey Association of Voluntary and Community Organisations
- Haringey Forum for Older People
- Older People's Partnership Board
- Pensioners' Action Groups
- Research Governance Framework Panel
- Service User Groups
- Surveys (such as the annual residents' survey)
- Tenants' and Residents' Groups and Forum
- Volunteering
- Well-being Partnership Board and its Making a Positive Contribution sub-group

## Shqip



Për një kopje në gjuhën tuaj të strategjisë së Partneritetit Strategjik të Haringejit për përmirësimin e kualitetit të të moshuarve 2009-2012 'Eksperienca Akoma Vlen', ju lutem shënjoni ✓ kutinë, plotësoni formularin dhe dërgojeni tek adresa e mëposhtme me postim falas.

## Polski



Aby otrzymać w języku polskim kopię dokumentu zatytułowanego 'Experience Still Counts' ('Doświadczenie wciąż się liczy') opracowanego przez Haringey Strategic Partnership i wyznaczającego strategię poprawy jakości życia osób starszych na lata 2009-2012, należy zaznaczyć odpowiednie okienko, wypełnić druczek i przesłać go na podany poniżej bezpłatny adres.

## Français



Pour obtenir un exemplaire de cette stratégie de Partenariat de Haringey pour améliorer la qualité de vie des personnes âgées en 2009-2012 « l'Expérience compte toujours » dans votre langue, veuillez cocher la case, compléter le formulaire et le renvoyer à l'adresse en port payé ci-dessous.

## Soomaali



Si aad u hesho koobbi ah Istraatiijiyadda Shuraakada Haringey Istraatiijiyaddeeda horumarinta tayada dadka da'da ah ee 2009-2012 'Khibraddaada weli waa la tixgelinayaa' ('Experience Still Counts') oo ku qoran luqaddaada, fadlan calaamdi boosta, buuxi foomka, oo ku soo jawaab cinwaanka boostiisu lacag la'aanta yahay ee hoose.

## Kurdî Kurmancî



Heke hun kopîyeke stratejîya Hevparîya Stratejîk a Haringey ji bo çêtirkirina kalîteya jîyana kal û pîran a 2009-2012an 'Tecrube Hîn ji Girîng e' bi zimanê xwe dixwazin, formê tije bikin û ji navnîşana posta bêpere ya jêrîn re bişînin.

## Türkçe



Haringey Stratejik Ortaklığı'nın (Haringey Strategic Partnership) 2009-2012 dönemi için yaşlıların yaşam kalitesini iyileştirme stratejisi olan 'Experience Still Counts' (Deneyim Hâlâ Önemlidir) adlı belgesini kendi dilinizde istiyorsanız, lütfen kutuyu işaretleyin ve formu doldurup ücretsiz olarak aşağıdaki 'freepost' adresine gönderin.

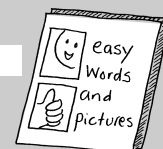
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