

Older People's Action Plan 2005-11

2007 OUTCOMES

ACTIONS	LEAD AGENCY	HOW WILL SUCCESS BE MEASURED?	OUTCOME 31 st Mar 07	
1. To promote quality of life and well-being to maintain health and independence into later life				
1.1	<p>Increase the volunteering opportunities for people over the age of 50. (Volunteering provides older people with meaningful activities within their local community and helps to increase the health and life opportunities of those involved.)</p> <p>Increasing the impact of volunteering upon the lives of people over 50. (By supporting a more cohesive approach to working with voluntary services and older people to promote a range of services and opportunities suitable for older people.)</p>	<p>Steve G-smith. Stronger Com Block (BCC).</p> <p>Steve G-smith. Stronger Com Block (BCC).</p>	<p>% increase in the number of people over the age of 50 actively taking part in volunteering in Buckinghamshire.</p> <p>% increase in the number of volunteering projects with a focus upon the needs of people over 50.</p>	<p>LAA target has now been adopted using a national agreed scale. This relates specifically to volunteers spending more than 2 hours per week volunteering. There are 1500 volunteers in Buckinghamshire although it is not yet possible to define the age range of this group.</p> <p>The benefits of this programme has included the launch of a cross agency volunteering group and improved partnership working.</p>
1.2	<p>Improved training and access to learning opportunities for people over the age of 50. (Promoting the maintenance of skills and good mental health through access to learning opportunities.)</p>	<p>Mike Corns. LAA OP Block. (BCC)</p>	<p>To maintain the number of people over 50 accessing learning programmes.</p>	<p>The LAA target is likely to be achieved in year with performance at the end of quarter 3 being 6060 and expect to reach end of year target of target of 7265.</p> <p>There has been significant partnership working between agencies regarding increasing access to training opportunities for the over 50s.</p>

1.3	Increase uptake of leisure services/physical activities for people over 50. (Promoting good health and well-being.)	Lee Mason. LAA OP Block. (BCC)	% of total learners over 50 on fitness and well-being programmes.	The fitness and well being program has not yet been able to divide the activity of over 50s from the rest of the cohort.
1.4	Report on the local housing strategies to identify upon the specific housing needs of people over 50 to help them remain in their own homes.	Martin Holt. OPP. (CDC)	Report to Older Peoples Partnership Board.	There has been no overarching report to the OPPB on housing issues for older people. However Eryl Davies from BCC has discussed the Extra Care Housing Strategy at OPPB and members of the board have been to the conference regarding the strategy. Extra care strategy available from Eryl Davies on request.
1.5	<i>Age Well</i> and <i>Aging Well</i> agenda to be promoted across Buckinghamshire. (Raising profile of health promotion for people who are 50+)	Angie Blackmore (PCT)	Improved attendance and sign up to the Ageing Well and Age Well agenda.	The Buckinghamshire Agewell agenda has been successful, however future funding will go direct to providers of services, other than community safety days and keep well keep warm funds. The Agewell group will continue to work with funds from the District Councils and PCT. There are potentials for integrating the prevention projects across all partners.
1.6	Falls prevention strategy to be promoted across Buckinghamshire. (Raising profile of falls prevention agenda)	Katherine Erbetta. OPP. (PCT).	Recruitment to a single Falls Co-ordinator post across the county.	Single falls co-ordinator has been in place for the past 12 months.

1.7	Develop and put in place good practice guidelines on the recruitment and retention of older people as volunteers	Steve G-smith. Stronger Com Block (BCC).	Good practice guideline completed	Good practice guideline completed
1.8	Pre retirement and more importantly post retirement courses to assist people in adjustment to transition and raise awareness of volunteering opportunities and the benefits this brings to the individual volunteering.	Mike Corns. LAA OP Block. (BCC)	Good practice Employer to present to OP Conference Follow up group of people post retirement to see what happens	Pre-retirement programme up and running
1.9	Outcomes incorporated into Wycombe Older People Housing strategy to be shared across the County	WDC Housing Team	Outcomes incorporated into Wycombe Older People Housing strategy to be shared across the County	Draft strategy complete and adoption / implementation delayed due to staff illness and lack of resources

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2. To ensure that older people are in receipt of adequate income in order to retain choice control and independence			
2.1	Promote uptake of benefits and grants for older people. (To reduce poverty and the impacts of poverty upon older people.)	Mandy Thompson. LAA OP Block. (BCC)	1% increase in numbers of OP in Buckinghamshire in receipt of pension credit or attendance allowance.
2.2	Address barriers to employment for people over 50 and build an infrastructure to reduce these. (Access to further educational opportunities to support access to employment.)	Mike Corns. LAA OP Block. (BCC)	To maintain the number of people over 50 accessing learning programmes.
2.3	Co-ordinate identification of and support for people over 50 suffering from fuel poverty. (Enabling more people to safely remain in their own communities).	Martin Holt. OPP.B. (CDC)	10% increase in uptake of insulation and heating measures from relevant Fuel Poverty Prevention schemes by people over 50.
2.4	Access to financial information	Age Concern / CAB	Access to financial information on issues such as Safe Equity Release Schemes and budget advice, want reliable third party assistance (eg Age Concern, CAB), What qualifications etc. should older people look for when obtaining advice
2.5	Financial advisors needed for budgetary advice to support the younger generation through University debt, ordinary debt and mortgage.	Banking industry	Find out what training is available to young people through school to develop early understanding of finance
			<p data-bbox="1615 389 2092 488">Baselines are in place but there is significant work to ensure that all partners are involved.</p> <p data-bbox="1615 560 2092 727">The LAA target is likely to be achieved in year with performance at the end of quarter 3 being 6060 and expect to reach end of year target of target of 7265.</p> <p data-bbox="1615 762 2107 930">There has been significant partnership working between agencies regarding increasing access to training opportunities for the over 50s.</p> <p data-bbox="1615 951 1845 978">Target achieved.</p> <p data-bbox="1615 1090 1962 1114">Access to financial adviser</p> <p data-bbox="1615 1294 1738 1318">No action</p>

2.6	Pension service and advisors to become involved in schools	Pension service	Increase training of young people to understand pensions and money handling.	No action
2.7	Pension service and advisors to become involved in schools	BCC Social services - Barbara Loxton	Link to the National campaign on direct payments.	No action

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3. To ensure that older people have access to information, advice and advocacy to maintain choice and control, especially at key points of transition in their lives			
3.1	Partner organisations to take progressive steps towards linking and integrating information, and access to information for people over 50 across the County. (Improving access to information and services.)	Kerry Stevens. OPP.B. (BCC)	Monitored through mystery shopping of partner organisations and “customer” experiences.
<p>Mystery shopping programme has been in place working in partnership with Carers Bucks.</p> <p>Copies of mystery shopping reports available on request.</p>			
3.2	Expansion of community messenger scheme across whole County and partner organisations. (Promoting wider access to information about services through informal networks in local communities).	Kerry Stevens. OPP.B. (BCC)	% increase in community messengers trained and supported within the County
<p>The community messenger scheme has been developed and expanded to partnership working with District Council who have a similar programme. Reaching more people and providing them with a wider range of information about services available in their community.</p>			
3.3	Development of Older People’s advocate / lead	PCT Commissioning	Older People’s Champion to be in GP surgeries to promote Older People’s issues with Doctors and Nurses and is attached to the champions group / PALS / GP Patients Forum to ensure that Older People are “Listened to”
<p>OPP.B Chairman to write to BPCT with proposal asking who this can be followed through.</p>			

3.4	<p>Increase support and services to people at transition points in their lives such as chronic illness, retirement, bereavement and at the point of becoming a carer. (Reducing the impact of transits upon the lives of older people)</p>	<p>Kerry Stevens (BCC) OPPB</p>	<p>Increase in no. of users of services provided by Carers Bucks.</p> <p>Increase in numbers of people over 50 in receipt of bereavement counselling in Buckinghamshire.</p> <p>Increase in number of people in receipt of pre retirement training in Buckinghamshire.</p>	<p>The LAA target of 5000 carers registered with Carers Bucks in year is on line with 4728 at the end of quarter3.</p> <p>Baseline is in place for people in receipt of bereavement support and capacity improving action plan is in place. With a target to increase support by 3% in the next 12 months.</p> <p>Group now in place and action plan being drafted for 07/08 with good partnership working within the LAA group to benefit the outcomes of all targets.</p>
3.5	<p>Setting up of One stop Shops</p>	<p>Kerry Stevens (BCC) OPPB</p>	<p>Joining up services at 1st trigger point. Explore development of Single Access Point and community initiatives such as the OPAG Information stand at Budgens in Chalfont St Peter to develop County approach to One Stop Shop. SAP feedback to Conference</p>	<p>BCC launching single access points in each GC2C area. It would be good to do partnership working with District Councils and the PCT in this regard.</p>

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4. To ensure that older people have access to facilities and services through the provision of appropriate community and public transport systems				
4.1	Move towards a consistent and beneficial uptake of concessionary fares for older people across the county. (Improving access to public transport for older people)	Neil Comely. OPP (BCC)	Comparison between the number of people in receipt of concessionary fares by local district council	No progress on this target
4.2	Involvement of older people in discussions around a Countywide transportation plan. (Ensuring plans reflect the needs and wants of older people).	Neil Comely. OPP (BCC)	OPAG / OP champion representation on transport consultation groups.	No progress on obtaining OPAG reps on transport group.
4.3	Move toward multi agency strategy to community transport to the benefit of older people across Buckinghamshire. (Providing a joined up approach to people over 50s transport needs)	Neil Comely. OPP (BCC)	Improved experience of community transport services for older people.	No progress on this target
4.4	Outcomes to be incorporated into County Access strategy	Neil Comely. OPP (BCC)	Neil Comley to attend OPP	

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5. To address the failure of the market to deliver the types of products and services that older people want				
5.1	Organisations to move towards improved commissioning of services. (To ensure responsiveness of services to the needs of older people)	Eryl Davies. OPP (BCC) Jeremy Newton. OPP (VOAPCT)	Improved / shared commissioning of services for older people better meeting peoples over 50's needs.	Planned process for implementing shared commissioning strategy but not in place as yet.
5.2	The OPPB to explore ways to promote improved awareness of the needs of older people amongst commercial providers. (Raising awareness of the needs of older people in the private sector).	Kerry Stevens. OPP (BCC)	Improved experience of people over 50 when accessing private sector services.	No progress on this target
5.3	Increase the awareness of services available to people over 50 and their carers. (Promoting independence and choice).	Kerry Stevens OPP (BCC)	Improved uptake of services by older people and their carers.	No progress on this target
5.4	Allotment societies and local authorities to promote spare capacity in allotments and share skills	District Councils	Allotments available for older people to grow food cheaply, especially for those from ethnic minorities where their types of food will be much more expensive in this country.	Jane Taptiklis to write to Town and parish Councils on behalf of OPPB to find out if all allotments were, in fact, let
5.5	Older people want tutors to come to their home so learning is specific to their needs	M Corns Adult Education	Internet banking as part of adult learning. They can train people to use the Internet safely.	Adult Education now invited to Senior wellbeing days around the County to promote their service
5.6	Older people don't like services being driven by technology rather than user needs / skills eg the use of "chip and pin" hard for older people, so we should be promoting "chip and sign".	BOPForum	Chip and sign promoted as still available. Leaflets obtained from banking industry	Chip & pin promoted to members of BOPForum and information leaflet provided

5.7	Undertake study to compare Co-Op, Building Societies, Councils and Banks for the services they provide for older people. Interview users?	BOPForum and DCs	We should investigate what the establishment are doing to make life easier for older people in their financial transaction - using banks, local authorities and shopping locally, as many organisations will not accept cheques now.	Representative of Banking industry invited to 2007 conference to explain how they seek the views of older people when designing services.
5.8	Financial services providers offer courses such as Business Link		Steve Goldensmith to follow up on this	No action
5.9	All agencies to review their services	OPPb	Agencies to review their policies and practices on 'receiving payment' to enable older people access their services and not be excluded.	Sheila Davies to clarify meaning of action
5.10	BOPF to include money in 2007 conference	BOPforum	Issue of money and older people to go to 2007 Conference and explore further the issues of money through their working group.	Speaker and workshop at OP conference in July 2007

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6. To ensure that older people have a strong voice in society, future consultation must include participation of and engagement with older people at all stages				
6.1	Development of a County wide older people engagement strategy that includes vulnerable and minority groups. (Providing a voice for older people)	Sheila Davies OPP B (WDC)	Wider representation by older people and of older people in planning groups.	Information about sub groups shared with OP champions group although no clear framework for OP representation as yet.
6.2	Support development of strong Bucks older people's forum that can inform, challenge and monitor the work of the OPPB	Sheila Davies OPP B (WDC)	OPAG representing each of the 23 local communities as defined by GC2C.	Framework for developing OPAGs in underrepresented areas, with successful launches in Buckingham and Wendover.

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7. To challenge and address ageism and other forms of discrimination, recognizing diversity and promoting more positive images of older people			
7.1	All partner organisations to review respective documents to ensure they are not ageist. (Promoting equal access to services for older people)	Steve Stych. OPPB (BCC)	Policies within partner organisations not restricting access to services or choice on account of age.
	Policies under continuous review. SS working with Management Information to determine how to measure the progress to show OP are appropriate representation of the service users.		
7.2	Review age discrimination audit carried out by NSF task group. (Raising the profile of standard 1 of the NSF)	Steve Stych. OPPB (BCC)	Improved awareness of partner organisations ability to provide services which are not discriminatory on account of age.
	Review Audit to be carried out late 2007		
7.3	Undertake health needs assessment of BME elders to identify actions required. (Promoting equality of services across groups of older people)	Dot Evans. OPPB (BCC)	Completed assessment, defining work plan to redress any imbalances in health needs of older people across communities.
	No progress for mapping this target		