

# Age is Just a Number



## Older People's Strategy

September 2005 to September 2009



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## Foreword


### A message from the Leader of the Council and Chief Executive

Too often when Government and policy makers consider the aspirations and priorities of Older People they just focus on health or pensions. These are important matters, but Older People are first and foremost citizens; they have the same concerns about a cleaner environment, tackling crime, and improving housing and transport as anyone else.

Older People want to be engaged and active in their communities and take advantage of the increasing opportunities for training, work, learning and leisure. The revolution in communications and information technology are opening up opportunities and possibilities undreamt of even 20 years ago. Age will no longer be a barrier to active community participation for Waltham Forest's older residents. The Council is determined to do all it can to give Older People a more effective voice in how local services are delivered and developed to meet their changing needs. We need to recognise and celebrate the valuable experience, contribution and knowledge of Older People from Waltham Forest's diverse cultures and communities.

This strategy is the first step towards defining a new partnership between the Council, other statutory agencies, voluntary organisations and Older People. The aim is to build more trust and understanding of local services, and to gain a greater knowledge of how we can improve services and make them more responsive to the changing needs of Older People. This in turn will improve the effectiveness and efficiency of services and help the Council to achieve its goal of becoming one of the best.

We would like to thank everyone who has contributed to this strategy. We emphasise that this is just a start, and we look forward to working with Older People and their organisations to ensure Waltham Forest's services earn a reputation for excellence, accessibility, fairness and good value.



**Councillor Clyde Loakes**  
Leader of Waltham Forest Council



**Jacquie Dean**  
Chief Executive



# 1 Overview

The Older People's Strategy is a corporate strategy looking at services across Waltham Forest, in the Local Authority and our partners in health and the voluntary and community sectors. The strategy outlines the local and national priorities for services for Older People, and how we intend to address these priorities, for the diverse older population of Waltham Forest.

This document reflects and addresses the priority areas of Waltham Forest, as outlined in the Community Strategy. The services we deliver are set under these priorities -

## Decrease crime and improve the safety and quality of the environment

Reducing crime and fear of crime that affect Older People, and improving the environment and access to open spaces for Older People.

## Improve the health and well-being of local people

The services provided in Waltham Forest to help improve the health and quality of life for Older People, including people with social care needs.

## Improve learning opportunities to help individuals achieve their potential

Focussing on the continued development of Older People, the training and cultural services that Older People access or would like to access.

## Improve the local economy and infrastructure

Looking at the housing-based services targeted for Older People, and ensuring that Older People are able to improve their own income through benefits and employment opportunities.

## Increase community understanding and participation

Outlining how we engage Older People in developing services, to eliminate age discrimination, and ageism. We aim to ensure that Older People do not experience 'multiple discrimination', and that people are able to access services regardless of ethnicity, age, gender, faith, disability and sexual orientation

## Consultation

We consulted with Older People and organisations who represent Older People on this strategy, between June and August 2005. The responses to the consultation have helped to shape this document, and the local priorities that we need to focus on. A consultation report of the findings of the consultation period can be found in Appendix E.

We have outlined, under each of these headings, how Older People and their representatives have responded to the consultation. This has helped us to focus our priorities and outline our aims for services and key targets we are hoping to achieve through the Community Strategy.

## Independence, Wellbeing and Choice

In the appendices you will find, for each of our Community Strategy priority areas, links with the outcomes outlined in “Independence, Well-being and Choice”, the new Green Paper to help improve the services provided for Adults and Older People. Whilst this paper focuses on social care, the agenda sees a shift to prevention, and on the need for universal services to address the needs of people who need social care, or who may need social care in the future. These outcomes from this paper may change when the full report is released.

## 2 Introduction

### Definition

Older People are generally those who are retired or reaching retirement. However, there are communities where the characteristics and needs associated with older age occur earlier, for example in some Black and Minority Ethnic (BME) communities, and with people with Learning Disabilities. This strategy also includes these groups.

### Age discrimination

There have been many discussions on the way we describe Older People. The Age Discrimination Scrutiny Panel have been gauging people's views, and /recommendations agreed by Waltham Forest cabinet will be included in this strategy. The Report of the Age Discrimination Scrutiny panel is expected to be finalised in September 2005.

The Waltham Forest Older People's Strategy brings together information from across the London Borough of Waltham Forest, and our partners, such as the Voluntary Sector and our colleagues in health.

Older People use many of the "universal services" provided by the council, and our partners, and the way they are delivered affect Older People. Some services are specifically designed for Older People. This strategy aims to look at services provided by the Council, and partners, and how we intend to improve them.

Older People can sometimes experience social exclusion as they are a section of society that are affected by many of the indicators of exclusion and deprivation such as poor health, disability, living on a low income, being unable to access services and being excluded from some aspects of society. This strategy aims to minimise social exclusion by improving access to services and publicising what is available more widely.

Waltham Forest is a diverse borough, and so are the Older People in the Borough. This strategy will reflect this. We have outlined how we are meeting these diverse needs, and how we would like to improve the services we provide to all Older People in Waltham Forest.



### 3 Vision Waltham Forest 2012

Waltham Forest will be a safer, cleaner and healthier borough that benefits from its wealth of diversity, and everyone living, studying and working here is able to reach their potential.

To achieve this vision the strategic partners will work together for the benefit of all, regardless of ethnicity, age, gender, faith, disability and sexual orientation to:

- Decrease crime and improve the safety and quality of the environment
- Improve the health and well-being of local people
- Improve learning opportunities to help individuals achieve their potential
- Improve the local economy and infrastructure
- Increase community understanding and participation

Our vision for Waltham Forest in 2012 is a place where equality, prosperity and harmony for all are supported and worked towards by the whole community. We aim to make Waltham Forest a place where people are proud to live and happy to stay. Waltham Forest will be a more diverse community and the Borough will be a centre of excellence for community representation and engagement. Good quality services will be provided to all groups in need, including health services and neighbourhood facilities. Crime and fear of crime will be reduced through strong partnership working.

Waltham Forest has been selected as a pilot site for 'Local Area Agreements' (LAA). These agreements allow us to work more flexibly with our partners to improve services across the Borough. One of the areas covered by the agreement is 'Healthier Communities and Older People', which aims to promote health and wellbeing, and improve quality of life for Older People. This strategy is linked to the LAA, and shares some of the targets that we aim to achieve.



## 4 Developing services for Older People

Following consultation with Older People and their representatives, the Older People's Strategy outlines the concerns that were raised, and how we hope to address these concerns in the future.

A full outline of the responses to the consultation can be found in Appendix E. The way we will monitor our performance is outlined in Appendix F.

### 4.1 Decrease crime and improve the safety and quality of the environment

In Waltham Forest, we aim to ensure that crime and fear of crime is decreased, and that Older People feel safe in their homes and safe in the community. We also work to improve the environment in the area, this could be the streets where we live or our parks and open spaces.

#### Local priorities

Following consultation, Older People wanted to see improved law enforcement presence on the streets, and in crime hotspots, including Closed Circuit Television (CCTV), increased street wardens and better information on how to keep safe in their own home

Older People and their representatives wanted to see improvements to the environment, including a reduction in fly tipping, increased cleanliness and quality standards of pavements. Respondents wanted to see the recycling schemes extended to all households, and the profile of recycling to be raised across the Borough.

#### Aims

- Reduce the crime experienced by Older People
- Reduce the fear of crime, so Older People feel safer in their home and the community
- Improve community spaces, making them easier to access by Older People
- Improve information available to Older People to help them feel safe

## Targets

### **Crime, Disorder and Drugs Strategy –**

- Develop systems to help Older People feel safe in their home and the community, working with the Safety Campaign.

### **Performance and Improvement Plan –**

- Recycling available in all areas by Autumn 2005.

## 4.2 Improve the health and well-being of local people

A broad range of factors including ethnicity, accommodation, physical activity, income and age affect health inequalities. Many of these are related and are picked up in other parts of this document. Health inequalities can lead to Older People experiencing social exclusion.

### Local priorities

Respondents to the consultation wanted to have better access to leisure centres and opportunities to improve their health. Older People felt that links between leisure services and health services needed to be improved. Older People wanted more choice and information available on health and social care services.

### Aim

- Improve the health and well-being of Older People.

## Targets

### **Performance and Improvement Plan –**

- Increase the number of Older People receiving social care services to help to live at home.
- Increase the number of Older People receiving Direct Payments to help manage their social care services.

### Local Area Agreement

- Work across the Borough as part of the Local Area Agreement and with our partners in the voluntary sector to improve access to facilities and partnership working, including promoting Healthy Ageing.

## 4.3 Improve learning opportunities to help individuals achieve their potential

We aim to be able to improve access to education for all in Waltham Forest. This includes involvement in training provided by the Council or to help you to manage your health.

### Local priorities

Respondents to the consultation felt that services needed to be developed to allow for more inter-generational learning and opportunities for volunteering.

Older People and their representatives wanted to emphasise the links between learning, social and health improvement for Older People.

### Aim

- Improve access to learning and leisure opportunities for all Older People

### Targets

#### **Performance and Improvement Plan –**

- Increase the number of Older People accessing learning and leisure opportunities

### Local Area Agreement

- Work with our partners and through the Local Area Agreements to engage Older People in learning and leisure opportunities and the 2012 Olympics

## 4.4 Improve the local economy and infrastructure

We want to ensure that public buildings and spaces across Waltham Forest meet the diverse needs of Older People, and that they continue to do so. We need to ensure that Older People are able to maximise their income through employment opportunities or the benefits they are entitled to.

We also work with transport providers to ensure that Older People and people with physical and sensory impairments are able to access public transport across the Borough. This work is currently in development, and the needs of Older People will be taken into consideration in the planning of Waltham Forest's transport strategy, which is currently in development.

### Local priorities

Older People were concerned at the numbers of people living in 'non-decent' homes, and homes without central heating. Concerns were raised about the growing numbers of Older People who could be considered 'equity rich, cash poor', where Older People have little income but own property that might become more difficult to maintain.

Older People and their representatives have emphasised the need for improved and consistent information on benefits and employment opportunities.

### Aims

- Increase number of people aged 50 and over in employment (including over 60/65)
- Improve access to benefits for Older People.
- Improve access to local facilities for Older People
- Improve housing for Older People

### Targets

#### **Performance and Improvement Plan –**

- Ensure all homes meet Decent Home Standards by 2010
- Continue development of the 'Joint Visiting Team', working in partnership with The Pension Service and Age Concern Waltham Forest

## Local Area Agreement

- Implement the recommendations of 'Opportunity Age', when published
- Increase number of people in work aged over 50, and people who wish to continue to work after 'retirement' age

## 4.5 Increase community understanding and participation

Waltham Forest is dedicated to ensuring that Older People and their carers are involved in the development of services. In order to achieve this objective for Older People there are additional mechanisms that have been put in place to ensure that this can happen.

### Local priorities

Information was a key theme in the consultation, and Older People wanted to have better information on all services, and their rights, in 'Plain English'. Respondents felt that information about services can sometimes be confusing, and a directory of services would help this. Respondents raised concerns with the Waltham Forest Direct system, as the touch tone systems can sometimes be confusing for Older People, and for people whose first language is not English. People who use the Internet noted that the search engine is sometimes difficult to use.

### Aims

- Increase numbers of Older People engaged in voluntary work in the borough
- Improve access to information for Older People
- Increase community cohesion

### Targets

#### **Customer First -**

- Improve the search engine on the Waltham Forest Council Internet, and improve accessibility
- Ensure all communication is easy to understand, that communication conforms with the Council's Plain English policy, and interpretations are simple to access
- Work with our partners to improve information and raise the profile of services available



## Appendix A: Context

This section outlines the facts and figures about Older People in Waltham Forest. This section highlights how this compares with Older People in London as a whole, where this is different. This helps us to address inequalities and provides a structure for the strategy, and our priorities.

### Population

Waltham Forest is an outer Northeast London borough with a total population of 225,762 (Office of National Statistics mid year estimate 2004). According to the census 2001 there were 25,477, or 11.3% people aged 65 and over in the Borough. This is slightly below average for London, however, there is a great deal of diversity in this age group.

59% of those aged over 65 in the Waltham Forest population are female. This increases to 74% in those aged 85 and over. This is the result of differences in life expectancy, and is in line with regional and national trends. The difference in the gender of the older population has implications for the delivery of services in terms of social inclusion, deprivation and the delivery of services. Older women are also more at risk of experiencing poverty, where employment histories and therefore pension contributions may not have been consistent

It is estimated that there will be a fall in the Older People population by 2011 of 2.5% to 24,023. In contrast to the overall picture, the number of people over 64 from Black and Minority Ethnic groups is expected to rise steadily between 2001 and 2011. Black and Minority Ethnic Older People comprised 11.5% of the total population of people over 64 in 2001 but are expected to represent 19.3% in 2011. After 2011, the population of Older People is then predicated to rise, and continue to rise.

Within the Black and Minority Ethnic population, there is a great deal of diversity, and different needs within these groups. Within Waltham Forest, the largest Black and Minority Ethnic communities for Older People are Black Caribbean and the Indian and Pakistani populations, all of which have different needs. There is also diversity within the White population, with a large Irish population and White Other (which may include Europeans and other White groups). Cultural assumptions are occasionally made about the older population of some ethnic groups, specifically in terms of informal care

networks through extended families.

In the 2001 census, of the people who responded to the question about faith, over 80% of those aged 60 and over responded that they were Christian. Muslim was the next largest faith group in the census, representing 6.0% of respondents. Waltham Forest also has the second largest Muslim population in London, and as the population ages, the proportion of older Muslims will also increase. It is anticipated that the religious beliefs of the older population will become more diverse as the population ages. Waltham Forest therefore needs to continue to ensure that our services are able to meet the changing needs of Older People, to ensure that the religious needs of Older People are taken into account when planning and providing services.

Estimates for the number of Lesbian, Gay, Bisexual and Transgender (LGBT) Older People in the Borough is not known, though conservative estimates suggest approximately 7% of the population of Waltham Forest are either Lesbian, Gay, Bisexual or Transgender.

This strategy looks at developing services for Older People, and it will become even more important to ensure that services are culturally appropriate and we are able to continue to meet the needs of this diverse group.

### Health and well-being

This strategy is aimed at improving services for all Older People. The majority of Older People do not require social services. We would like to ensure that Older People are able to remain healthy, maintain a good quality of life and are able to remain as independent as possible. While most Older People are healthy, we need to ensure that we are able to support the most vulnerable people in our community, and this includes some Older People.

54% of Older People report a 'limiting long-term illness'. This is higher than the average for London, which is 50%. This implies that people in Waltham Forest experience more long term illnesses than in other boroughs. This varies according to ethnicity, from 35% in 'Mixed White and Black Caribbean' and 'Mixed White and Other' communities to 67% in Asian communities.

Estimates from the 2001 Census indicate the number of Older People with a moderate or severe disability to be 11,170. This represents 45% of the older population. It is estimated that of these, 5,353 of these suffer from severe disabilities.

There are a significant number of older carers in the Borough; in the 2001 census 11% of people aged 65 and over in Waltham Forest stated that they provided care to somebody. This is slightly higher than the average for London. Older People in Waltham Forest are more likely, than the London average, to provide care over 50 hours a week. Not all carers identify themselves as such and may never receive services or support before a crisis.

Studies have suggested that Older People who are Lesbian, Gay, Bisexual and Transgender will tend to approach health and social care only at a point of crisis, and when the need is highest. Older LGBT People are also less likely to have children, and therefore less likely to benefit from the informal carer support the children of Older People often provide.

A growing number of middle-aged and Older People with learning disabilities are being cared for by carers who are in their 70s and 80s. There are 30 people with learning disabilities that are currently known to be living with carers aged 70 or over in Waltham Forest. As life expectancy increases for people with learning disabilities they are going to need appropriate supported living arrangements when their elderly carers can no longer continue support.

## Crime and the Environment

11% of Older People felt safe or very safe. This compares with over 25% for other age groups. We are working to help Older People feel safe in their homes and the community, and hope to improve the number of people who feel safe or very safe by 10%.

## Learning

12% of adult learners in Waltham Forest are aged over 60. This varies between wards, with some areas having only 5% of learners aged over 60, while people aged over 60 represent nearly 40% in other areas.

The number of learners also varies between ethnic background. White British People represent 81% of all learners over 60. The next largest group (Black

or Black British – Caribbean) represent 4% of adult learners.

The Community Learning and Skills Services (who deliver Adult education in the borough) aims to improve the numbers of Older People from under-represented wards and from Black and Minority Ethnic communities accessing their services.

## Housing

43% of Older People live alone. This varies according to ethnicity, from 13% to 46%, with people of White origin more likely to live alone and people from Asian communities less likely to live alone. These figures are reflected in Older People living in 'pensioner only' households, at 38% for all groups. Due to the differences in life expectancy, women are also more likely to live alone, rising through the age groups, with over 60% of women aged over 85 living alone. People who live alone are more likely to experience social isolation, and older women are more likely to be at risk of the associated difficulties, including health.

22% of people aged 65 and over live in houses without central heating. This is nearly twice the average for London, which is 11.7%. Poorly heated homes are a contributing factor to poor health; households defined as fuel poor (10% or more of their income spent on fuel to heat their home) tend to be on benefits and low wages, such as the elderly, disabled and the chronically sick.

Unfit, unsatisfactory housing in the Borough is concentrated in the south and central parts, which accommodates the majority of the Black and Minority Ethnic community. The housing stock is predominantly flats interspersed by a significant amount of Council and Registered Social Landlords (RSLs) and private rented dwellings contributing to a feeling of transience.

Our main aim is to promote Older People's independence. By addressing housing that is not of a high standard, and ensuring that Older People who live alone do not become socially isolated, the quality of life and independence of Older People can be improved.

## Access

Older People in Waltham Forest are less likely to live in a household that has a car, with 50% not having access to a car, compared with the average of

38% in the rest of London. It would therefore be anticipated that Older People would use public transport more than some other groups.

Some Older People, including Older People from Black and Minority Ethnic communities, may experience difficulties accessing information and services; this also needs to be addressed.

### London 2012 Olympics

As a North East London Borough, the successful bid for the 2012 Olympics offers many opportunities for the development of services in Waltham Forest. These opportunities extend from the development of leisure, employment and voluntary opportunities, through the Olympic period and beyond. The Olympics and Paralympics offer opportunities to promote accessibility and inclusion, for all.



## Appendix B: Policy drivers and initiatives (national context)

This section outlines the national policy documents, setting the national standards that Waltham Forest and our partners aim to achieve. These policies are set from a variety of government departments, such as the Department of Health, Department for Work and Pensions and the Office of the Deputy Prime Minister.

**Independence, Well-Being and Choice** – a new vision for social care services for adults and Older People. This aims to ensure that people receiving social care are able to maintain their independence, experience better quality of life and be involved in their own care. This includes extending Direct Payments – the scheme that helps Older People manage their own care.

**Supporting People** – aims to improve housing-related support for vulnerable people

**The National Service Framework (NSF) for Older People** – delivering new standards of care for Older People, including removing age discrimination, developing services that are ‘person centred’ and ensuring that Older People are able to enjoy an active life. The Framework outlines new standards for intermediate care, hospital care, stroke, falls and mental health services.

**Excluded Older People** – a report from the Government’s Social Exclusion Unit which looks at Older People who experience social exclusion.

**Quality and Choice for Older People's Housing** – requires that all local authorities have an Older People’s housing strategy. Includes ensuring that all social housing (i.e. those provided by or on behalf of the local council) meets a ‘decent homes’ standard by 2010.↵↵

**Choosing Health** – a recent government paper to help communities improve their health. From health promotion (such as smoking cessation and exercise) to better information on the food we buy.

**Opportunity Age** – a document from the Department of Work and Pensions currently out for consultation on how to develop services for Older People across services, including working arrangements, pension and retirement reform and person-centred care.

**All Our Tomorrows** – from the Association for Directors of Social Services and the Local Government Association. Focuses on delivering changes in local government and with our partners to provide joined-up services and better outcomes for Older People.

**Better Government for Older People (BGOP)** – a network of organisations working in partnership to change attitudes and services in order to achieve an improved society for Older People across the UK.

**Comprehensive Performance Assessment (CPA)** – local councils are inspected by a range of government departments. It looks at all services in a council, and then gives them a ‘rating’. Councils are now being assessed specifically on how they deliver services for Older People.

**They Look After Their Own, Don’t They?** – An inspection report from the Social Services Inspection (SSI) addressing the delivery of social care services for Older People from Black and Minority Ethnic communities.

## Appendix C: Independence, Well-Being and Choice

The Green Paper, Independence, Well-Being and Choice, was published in May 2005, and sets out the vision for Social Care services for the next 10-15 years. Further guidance is anticipated in Autumn 2005, and this will shape the delivery of services for all adult social care users, including Older People. Outlined below is how Waltham Forest's Older People's Strategy addresses the outcomes of the Green Paper

### Decrease crime and improve the safety and quality of the environment

- **Freedom from discrimination or harassment** - ensuring that Older People have equality of access to services and are not being subject to abuse.
- **Improved quality of life** – through security at home, access to transport and confidence in safety outside the home.

### Improve the health and well-being of local people

- **Improved health** – ensuring that Older People have good physical and mental health (including protection from abuse and exploitation), have access to appropriate treatment and support in managing long-term conditions independently and opportunities for physical activity.
- **Improved quality of life** – for example, through access to leisure, social activities and life-long learning and to universal, public and commercial services.
- **Exercise of choice and control** – Older People are able to maximise their independence, have better access to information, are able to choose and control services and are enabled to manage risk in personal life.
- **Personal dignity** – Older People are able to keep clean and comfortable, enjoy a clean and orderly environment and are able to access appropriate personal care.

### Improve learning opportunities to help individuals achieve their potential

- **Improved quality of life** – Older People are able to access to leisure, social activities and life-long learning and to universal, public and

commercial services.

- **Exercise of choice and control** – Older People can experience through maximum independence and access to information, and are able to choose and control services.

### Improve the local economy and infrastructure

- **Improved quality of life** – Older People are able to access leisure, social activities and life-long learning, and universal, public and commercial services. They are also able to have access to transport and confidence in safety outside the home.
- **Economic well-being** – Older People are able to access income and resources sufficient for a good diet, accommodation and participation in family and community life, and able to meet costs arising from specific individual needs.

### Increase community understanding and participation

- **Improved quality of life** – improved access to leisure, social activities and life-long learning and to universal, public and commercial services. Security at home, access to transport and confidence in safety outside the home.
- **Making a positive contribution** – Older People can actively participate in the community through employment or voluntary opportunities. Maintaining involvement in local activities and being involved in policy development and decision-making.

## Appendix D: Delivering services for Older People

We work closely with our partners and residents to deliver innovative, joined-up and improved services across the Borough. Outlined below are some examples of these services. Some of the services outlined are delivered specifically for Older People, other services are 'universal' but may affect, or be provided for Older People more than other parts of the population.

### 1 Decrease crime and improve the safety and quality of the environment

**Street watchers** – Run by Environmental Services. Street watchers are able to contact street scene services to provide information on environmental and community safety issues. Older People have been engaged in this scheme, and be a useful group to pursue.

**Leyton Street Warden Service** – Leyton street wardens are points of contact for residents in Leyton, so that any concerns can be raised about safety or environmental issues, this service helps to prevent crime and the fear of crime in the area, and has targeted assistance to vulnerable Older People. The service has seen a reduction in street crime, burglaries and anti-social / nuisance behaviour, which caused problems for all residents but was of particular concern to Older People. Older residents in particular describe this as "reclaiming our streets". It is planned to roll-out the scheme to other areas of the Borough.

**Safety Campaign for Older People** – Developed to combat the rising incidence of 'Bogus Callers' (also known as 'Distraction Burglary'), this works with others in the borough to help Older People remain / feel safe. Partners already involved are the Metropolitan Police Crime Prevention, Acquisitive Crime Group, B&Q Store, HEET, the Home Office, Chingford Rotary Club, the Fire Service, Trading Standards, the Community Safety Service and Age Concern Waltham Forest. All these partners have contributed funding or goods in kind to produce an information pack. A number of practical aids are supplied free of charge for residents of particular "higher risk" areas, including security and safety devices.

*SafetyNet*, the Crime and Disorder Reduction Partnership in Waltham Forest, provides a framework for joint planning on community safety issues and includes stakeholders such as voluntary and community representatives, the police, the Youth Offending Team, health and community services. Achievements in the Community Safety Strategy so far have included CCTV and other anti-crime projects with our partners.

**Consumer rights** – Trading Standards and Age Concern Waltham Forest work together to ensure that Older People have access to information on their consumer rights and consumer protection.

## 2 Improve the health and well-being of local people

**The Morley Centre** – Provides an integrated service for Older People with Dementia and their carers. It combines day care with an outreach service and intensive support to carers, offering a flexible range of services for vulnerable users and their carers. It is innovating in its approach to partnership and application of assistive technology.

**Falls Prevention** – Waltham Forest was one of 20 sites in England in the National Falls Collaborative. Working alongside Age Concern Waltham Forest, the aim is to reduce falls and the impact of falls on Older People, their families and the community.

The Waltham Forest Falls Prevention Collaborative aims to reduce falls through spread of good practice, awareness raising and the provision of information to front-line staff and to Older People themselves as well as the identification of Older People at risk of falling and their referral to appropriate services.

The Falls Prevention Strategy includes development of a local care pathway for community falls prevention / intervention, increasing the number of community falls prevention exercise classes and evaluating assistive technology to help to reduce falls.

**Leisure opportunities** – Waltham Forest residents aged over 60 get concession pricing at leisure centres. There is a range of activities for people aged over 50 at various times and leisure centres such as swimming, aerobics, women only sessions, well being and wellness fitness sessions with concessions for people in receipt of pensions and some benefits. Special sessions available for seniors only.

Healthy Living Centres are run at Kelmscott Leisure Centre and Cathall Leisure Centre where health professionals refer people for a prescription of exercise rather than medication.

**Single Assessment Process** – Developed from the National Service Framework, the Single Assessment Process is a common assessment tool across health and social care. By integrating the assessment process, professionals are able to check for ‘triggers’ that will alert a professional to additional services that may be required.

**Direct Payments** – Older People can, if they are eligible for social care services, organise their own care through the Direct Payments scheme. This means that Older People are given the money to arrange their own care, instead of social services. This helps to maintain independence and allows the older person to organise care that is centred around their own needs.

**Waltham Forest Older People’s Development Programme** – Mainstreamed following the London Older People’s Development Programme, the programme uses the Waltham Forest Model of Early Detection to identify Older People in need of services or information before a crisis occurs. This programme included the development of the Waltham Forest Older People’s Voluntary Sector Partnership to provide a single point of access to the voluntary sector for professionals and Older People themselves and enables partnership working within the voluntary sector.

**Family Support Service** – Provided by Age Concern Waltham Forest. The service provides assistance to Older People living in the Waltham Forest area and their carers in making a choice of Residential Nursing and / or Care Home. They provide support, information and advice to both Social Services-funded, and self-funding Older People, and arrange escorted visits to view the homes of their choice.

**Reducing delayed discharge and preventing unnecessary admission** – A

key government target is to reduce unnecessary use of acute care. Waltham Forest has worked closely with the local acute trust to develop services in this area.

**Health care for people with long-term conditions** - GP practices will be expected to provide active management for this group of patients by implementing an “Integrated Care Plan”, in agreement with the patient, which includes health, social services and mental health. The target population for this service is; Patients aged 60 or over; three to four chronic conditions; three or more hospital admissions in the last 12 months.

People needing these services will be identified using emergency admission data, along with information from GPs to identify patients with several long-term conditions. The PCT will be able to monitor emergency admissions, emergency bed days and patient experience for this group of patients.

**Hospital Discharge Services** – Age Concern Waltham Forest works with some of the Whipps Cross University hospital wards. Staff will visit older adults and aim to identify those who might need community-based support services after discharge from hospital. They aim to identify people at risk and provide the person with information and related services. Hospital discharge services include escorted discharges from Accident and Emergency, a welcome home service, welfare benefit checks, information on community services and the Family Support Service for Older People being discharged to residential or nursing home care.

**Healthy Ageing Programme** – Run by Age Concern Waltham Forest in association with the Waltham Forest Older People’s Voluntary Sector Partnership, this aims to address the multi-dimensional nature of health by drawing on recent research undertaken across a number of disciplines and cultures, to empower Older People in Waltham Forest to live as full, independent, healthy and active a life as possible.

This includes providing information on lifestyle choices for health and well being, information about how to access services that support their lifestyle choices for health and well-being, to establish activities and forums for Older People to provide support in achieving their health and lifestyle aims.

Age Concern Waltham Forest has developed a database of activities, health promotion and information organized specifically for Older People in Waltham

Forest in order to pass this information on to as many Older People as possible.

This campaign has seen the introduction of the “message in a bottle” which is a system for providing basic essential information (next of kin, GP, medication etc.) about an older resident in case of an emergency.

**Service reviews** – The way that we deliver services is changing, and services need to modernise in order to reflect this. Major reviews of residential and day care are currently underway to look at how best to meet the needs of a changing client group.

### 3 Improve learning opportunities to help individuals achieve their potential

**‘Silver Surfer’** – The Silver Surfer initiative has been a popular programme which aims to teach computer skills to people aged over 50. This service is run by Age Concern Waltham Forest.

**Adult Learning (ClASS)** – Currently 13% of people who use the Adult Education facilities in Waltham Forest are over 60, we would like to see this improve. We would like to see participation by older black and ethnic minority learners, as people from Black and Minority Ethnic communities are underrepresented in the service. We are looking at reviewing the programme to ensure that all needs are met. In order to do this we are currently monitoring use of services by age, gender and ethnicity, setting targets for improvement where necessary and working in partnership with a range of community groups to deliver appropriate provision.

**Libraries and museums** – A range of community-based services have been implemented to help people who are housebound access library services in the borough. Older citizens have been engaged in an oral history programme to help provide an education resource for all ages. A profile of service users of libraries and museums is proposed for completion in 2005-2006.

**On Road Cycle Training** – Being offered to adults of any age. In addition, a healthy walking and cycling leaflet has been devised which highlights the benefits of exercise and outlines cycle routes throughout the borough.

**Human resources** – To help the transition of our workforce approaching retirement, a pre-retirement course is run to help people to manage the changes associated with retirement.

**Expert Patient Programme** – Run by Waltham Forest PCT, the Expert Patient Programme is a short self-management course for people living with an ongoing health condition. This course looks at ways to manage the common elements associated with long-term conditions. It covers nutrition, relaxation, exercise, problem solving and action planning techniques.

The aim is to take control from the chronic condition and empower patients to take the decisions that affect their lives. The course is currently for people with arthritis, coronary heart disease, heart failure, diabetes, endometriosis, MS, HIV, lung disease and any long-term condition.

#### 4 Improve the local economy and infrastructure

Approximately 450 Older People live in the sheltered housing blocks that the Borough manages. Ascham Homes, who provide housing in Waltham Forest, offer an enhanced service to elderly residents, by carrying out home visits four times a year to all sheltered housing residents and working with Social Services to identify elderly tenants in need of this service.

Black and Minority Ethnic Older People are substantially under-represented in this type of housing with 90% of occupants being White.

**Supporting People** – Provides housing-related support to prevent problems that can often lead to hospitalisation, institutional care or homelessness, and can help the smooth transition to independent living. Supporting People also provides ‘floating support’. This can include help in establishing personal safety and security, supervision and monitoring of health and well being, and help in managing finances and dealing with benefit claims.

The Rainbow Project offers a range of services for older tenants in three sheltered schemes. Support includes increasing the diversity and cultural sensitivity of leisure activities; links with community care assessments to address changes of need and health promotion.

This work has been extended to include additional support for Older People with mental health problems and improved links with transfers of care from acute and rehabilitation services and falls prevention work. This project pilots extended care in line with healthy living. In partnership with the local Emerging Role of Sheltered Housing (EROSH) group, we are promoting public awareness and cross-agency working for professionals, such as training.

**Helping you to keep your home warm** – Ensuring that your home is warm improves your home, and is vital to keep you well. There are several schemes that help you do this.

**Keep Warm, Keep Well** – A joint campaign run in partnership between the Department of Health, Age Concern, the Department for Work and Pensions, the Department for Environment Food and Rural Affairs, Help the Aged, National Energy Action (NEA) and the Women’s Royal Voluntary Service. It aims to provide useful advice on how to stay healthy in the winter months, together with information about financial and practical help that is available.

**Affordable Warmth Strategy** – Launched in 2001 and aims to reduce fuel poverty within the Borough by 2010. Through education, training, working in partnership and increasing resources we hope to alleviate the problems associated with cold homes.

**Warmzone** – Using a door-to-door assessment of homes in order to identify fuel-poor households and give them access to solutions in a cost-effective way. Within Waltham Forest there are people who may not only be defined as “fuel poor” but due to cultural differences and barriers of language may be classified as “hard to reach”.

Over the next two years, Warmzone will be targeting specific areas of high fuel poverty; delivering essential energy efficiency solutions.

The Office of the Deputy Prime Minister (ODPM) has set a target to ensure that all social housing meets standards of decency by 2010. Social housing means homes that are owned by the local authority or Registered Social Landlords (RSLs). In 2002 this target was extended to cover 70% of vulnerable private sector households. The ODPM has issued detailed guidance on how to define a 'decent home' for the purposes of measuring progress against the target.

**Extra Care Sheltered Housing** – Brings together housing with health and social care support services and services for the wider community. Extra care placements vary according to the need of the resident and has to be flexible to ensure that placements continue to be successful, and users are able to remain as independent as possible.

Extra care housing needs development in Waltham Forest and we have recently successfully bid to develop services in this area.

**Assistive Technology and “Smart Homes”** – Assistive technology offers technological solutions to problems that undermine independence, specifically for Older People with dementia. Existing equipment in the home can be adapted to provide more functions; for example detectors normally used for security alarms can be used to identify if someone is in a room, or has fallen in a room, and is laying still. These can range from monitoring that cookers are not left on, to monitoring occupants such as daily routine reminders.

Homes containing this technology are called 'smart homes'. A smart home is one where a system is installed that allows various devices to communicate with each other, helping people to stay independent. For example, if someone gets up regularly at night the motion detectors can identify this and gently turn on lights in the bedroom minimising the risk of falls. It could then light up the way to other rooms, such as the bathroom or kitchen, and turn the lights out when they return to bed.

**Joint Visiting Team** – A Joint Visiting Team with the purpose of promoting greater co-operation and integration between The Pension Service, the Local Authority Fairer Charging Teams and other Local Authority functions related to visiting, assessing and providing welfare advice was established within Waltham Forest in April 2004. Waltham Forest was the first London borough to undertake this initiative.

Visiting officers from the Financial Assessment Unit, who conduct community care financial assessments, and the Department for Work and Pensions (DWP), through The Pension Service's local visiting team have merged to bring added value to the Borough.

The new team is now able to work more effectively in partnership to deliver a joined-up service to the Borough's pensioners. For instance, in addition to their current duties the team will be making referrals to various bodies where they identify a need for service, such as smoke alarms and heating conservation etc. Age Concern Waltham Forest has been accredited as an 'Alternative Office', which means they are able to fast-track applications, and give Older People more choice on how they access services.

**Transport** – Older People in Waltham Forest are more reliant on public transport as they are less likely to have access to a car than younger adults. London Assembly's Transport Committee is currently investigating bus driver standards, after concerns regarding safety (for example, where buses pull away before people have the chance to sit) were raised. 80% of the buses running in London are now low-level, more accessible buses.

**Traffic management** – The Puffin crossing is a pedestrian user-friendly intelligent crossing. These crossings are similar to Pelican crossings and activated in the same way by pedestrians. The main difference between the two crossings is that the red and green signals are above the wait box and not across the other side of the road. Puffins have sensors built in which can detect pedestrians waiting and make sure that the vehicle traffic remains stationary until they have crossed the road.

**Renovation and Disabled Facilities Grants** - During 2003-2004, £4m was spent in disabled facilities grants to help 100 disabled and elderly households across the Borough. Over a five-year period £8.5 m will be spent delivering major adaptations to homes for disabled people at a rate of about £1.7m per year.

**Freedom Passes** – The Freedom Pass, which is paid for by the borough, is available free to people over the age of 60 for people who live in Waltham Forest. It allows free or reduced fare travel on buses and trains throughout London.

## 5 Increase community understanding and participation

**Age Discrimination** – Tackling age discrimination has been a key target, through the introduction of National Service Framework for Older People in 2001. In Waltham Forest, we have been working across the borough (including our partners) to ensure that we are not discriminating on the basis of age. Age discrimination and ageism continue to be a concern for Older People.

A scrutiny group of elected members has been established to look at the services delivered by the Council, to ensure that Older People are not discriminated against. A report of the scrutiny group has been produced, and it is hoped that this will be agreed shortly. The findings and recommendations of this report will then be incorporated into this strategy when it is finalised in the Autumn.

One of the key areas that the Age Discrimination scrutiny group have been looking at is the title 'Older People', and alternatives that are more inclusive.

**Registration and Voting** – In addition to offering postal and proxy voting for people who require these services, Older People are offered assistance with registering if they need it. Many staff are required in the election period to work as poll clerks etc, and staff up to the age of 85 are recruited in this period.

**Service User Involvement Charter** – In 2004, Community Services published the Service User Involvement Charter. This Charter sets out standards to ensure that all users of community services are able to contribute meaningfully to their own care, and how services are delivered across community services. This includes having access to information in a format that is appropriate.

**Better Care Higher Standards** – a local charter bringing together health, social care and housing to meet the needs of adults and Older People. Surveys are carried out to ensure that we are delivering the standards set down in the charter.

**Single Assessment Process** – Designed to ensure that Older People are able to access health and social care services more efficiently and remove duplication, the Single Assessment Process encourages Older People and their carers to participate in their own assessment. The recent government Green Paper – Independence, Well-being and Choice will see this extended to the introduction of self-assessment as part of this process.

**Bus stop accessibility** – Work is being carried out year on year for the foreseeable future on introducing special kerbs at bus stops where we have replaced paving. The kerbs will be at a higher level making it easier to board the bus for elderly people and people with mobility problems.

**Community Councils** – There are six community councils that meet five times a year, these are advertised locally, and local residents can attend. Older People have been engaged in a variety of issues of concern, including health and care services, the redevelopment of Whipps Cross hospital, public transport and the development of services.

**Black and minority ethnic social care strategy for Older People** – In parallel with the consultation on this strategy, community services are developing a strategy to ensure that the needs of Older People from Black and Minority Ethnic communities are being met. This is being developed with local groups and representatives of Black and Minority Ethnic communities. Results of this consultation will be incorporated into the final version of this strategy.

**Lesbian, Gay, Bi-sexual and Transgender** – Older gay and lesbian people may have spent their lives concealing their sexuality and as a result many find it difficult to be open about it later in life, this can lead to social exclusion. Local groups who work with lesbian, gay, bi-sexual and transgender people have been involved in the consultation of this document, to ensure that we meet and continue to meet the needs of Older People regardless of their sexual orientation.

Awareness training is being planned for the Autumn, across Waltham Forest, including voluntary and community groups, the Primary Care Trust and the Borough. This has been funded by Age Concern's "Opening Doors Project" and Waltham Forest Primary Care Trust. This will raise the profile of Older Lesbian, Gay, Bi-sexual and trans-gender people in the Borough, and help us to deliver appropriate services.

**Community groups** – Many departments offer training and information sessions to community groups who have a focus or have a presence of Older People.

**Access** – Where access to buildings is restricted, or mobility of Older People is reduced, departments have put in place alternative arrangements for people to access these services. This may include visiting in the home or at an alternative, accessible location.

**Interpreters** – The interpretation service is well established in Waltham Forest. However, the languages used most frequently by Older People are slightly different than those that occur in the wider population. Work is currently underway on how to address this issue.

**Health promotion messages** – To ensure the health of Older People is promoted, the Council and local partners ensure that information is available in appropriate places and in appropriate formats.

## Appendix E: Consultation report

The consultation paper was widely circulated, and approximately 400 copies were sent to voluntary sector organisations and Older People. The consultation document was placed on the Internet, and press releases were issued.

In addition to circulating the paper, officers attended Community Councils to distribute copies of the documentation to approximately 120 people.

A launch event for the consultation was held on the 16 June 2005, and was attended by 80 people, who fed back through small discussion groups. A further 60 people were in attendance at meetings where the strategy was discussed, these included Older People from Black and Minority Ethnic communities and their representatives.

We received a total of 25 written responses. Additional material was taken from the meetings, and telephone contacts (approximately 15 calls).

### Responses

#### Crime, safety and the environment

##### Crime

Respondents consistently requested a greater police presence in the Borough, with a preference for 'Beat' officers, rather than patrol vehicles. CCTV in crime hotspots was suggested as a deterrent for crime.

Concerns were raised about the incidence of Blue Badges being stolen, where vehicles are broken into.

##### Safety

To improve safety for Older People in the Borough, better lighting was suggested by many respondents to the consultation, specifically on quieter streets and near car parks. Neighbourhood watch schemes were also thought to help with Older People feeling safer in their own home. More information, (available in alternative formats and languages) on how to improve security in the home was raised as an issue.

Respondents were concerned about pavement maintenance, to prevent falls, and improved maintenance of overgrown bushes, where this impedes onto public pavements. An additional concern was the frequency of bicycles on pedestrian walkways.

Additional measures that were raised included ensuring that younger people have access to out-of-school activities, as Older People can feel that large groups of younger people can be intimidating, especially at night.

The Leyton Street Wardens improved safety on the streets, and respondents would like to see these being rolled out in other areas of the Borough.

Respondents requested better co-ordination between emergency services, when they are needed.

## Environment

Respondents to the consultation would like to see improved cleanliness in the Borough, including a reduction in 'fly tipping'. Concerns were raised on littering, graffiti, dog fouling and spitting as areas for targeting to improve the environment. It was felt that issues around litter and recycling should be taught in schools, and reinforced with additional local campaigns.

Concerns were raised on the layout of roads, and the need to improve traffic flow in the Borough.

Respondents expressed the wish to see better maintained parks, open spaces and public planting schemes (e.g. on streets). Improved air quality was also raised as an issue.

## Improve health and wellbeing

### Access to leisure services

Respondents wanted to have better access to leisure centres, with concessions and benefits better advertised to encourage take-up. Leisure services needed to be age and culturally appropriate services, and training to help people to access sports services.

It was felt that the links between health and leisure services needed to be improved, e.g. ongoing physiotherapy/hydrotherapy.

Respondents felt that activities such as organised walks would help improve health, whilst maintaining social links.

### Health and social care

Respondents felt that social interaction was needed to promote mental wellbeing, which could be linked in with community participation and learning opportunities. This included the use of day-care provision. Respondents felt that support workers could be located in GP surgeries, to help Older People negotiate the health and social care system and to 'signpost' other services. This may also be achieved through 'peer group' support. Greater use of the emergency alarm system was highlighted, and more information and a higher profile for the service was suggested.

Respondents felt that there were areas of improvement required in health services, which included reduction in waiting times – both for acute services, for GP and community nursing services. It was felt that increasing chiropody and physiotherapy services would help Older People remain independent. Concerns were raised on the availability of NHS dentists, which is a national concern. Respondents felt that improved screening for chronic diseases was needed as a preventative measure.

Some specific responses to acute services were raised, with the removal of mixed wards and better public transport links to Whipps Cross hospital seen as a priority.

## Information and advice

As with other areas, feedback on improving health and well-being emphasised the need to have information more readily available in alternative languages/formats, and for this information to be kept more up-to-date. Further information on how to improve health was requested, and specific mention was made of illnesses that affect Older People from Black and Minority Ethnic communities.

Respondents requested that more information on services provided be made available, and that the rights of health and social care users be more explicit. Older People who use the Internet felt that it was difficult to access information on the site and would like the site to be more 'user friendly'.

## Improve learning opportunities

Respondents to the consultation were keen to be able to access educational opportunities, but were keen to have a social aspect to any courses.

Interest was shown in providing learning opportunities to improve health and wellbeing, such as gardening classes and exercise (linking with allotment schemes), Health education e.g. 5-a-day and disease specific training (linking learning with other priorities), self defence, health and safety and training on DIY or finance.

Help with understanding IT and volunteering to include inter-generational learning were seen as important.

Other issues that were brought up in relation to training opportunities for Older People included the cost of some of the services, public transport links with training venues and the need to have courses provided locally.

## Improve local economy and infrastructure

### Regeneration

Respondents felt that regeneration was needed in other areas across the borough – not just Walthamstow, and that Older People should be involved in consultations about regeneration.

### Finances

It was felt that benefit take-up needs to be improved, through providing improved information (e.g. local press), and helping Older People to negotiate the system. It was felt that the information currently provided is not consistent.

Respondents felt that Older People may wish to continue employment after retirement, and further advice and information on government legislation would be helpful.

Some respondents felt a balance needs to be struck for Older People who have saved for their retirement, and are therefore not eligible for free help but may be experiencing difficulties where they are “equity rich, cash poor”.

### Housing

Housing was seen as a priority for Older People, with improving the housing stock the most important. More information on how to better heat their homes (including improving the number of Older People in homes with central heating), better information about grants, adaptations were also cited.

Concerns were raised on where to get advice about neighbour disputes.

A few respondents were interested in a recommended list of workmen, as ‘cowboy’ builders were thought to be a problem.

### Public transport

A key priority for Older People is public transport. Older People would like to see improvements to the safety and security on public transport, more frequent services, improved access to public transport, such as accessible stations and being able to use mobility scooters on trains.

Respondents to the consultation would like to see bus standards improve, including ensuring that people are able to sit down before buses pull out, development of more targeted services for Older People, such as the hopper services. Residents raised maintenance of bus lanes and stops, with respondents feeling that bus lanes and stops should be enforced. Concern was raised at the lack of a direct link from the north of the Borough to Whipps Cross Hospital.

An alternative to public transport was suggested, implement car-share schemes to help Older People access supermarkets.

## Engaging Older People

### Information

Older People who responded to the consultation, both through the questionnaire and at meetings, expressed the need to have better information, available in the places where Older People meet or frequent.

It was felt that information should be more readily available in alternative formats and languages when directed at Older People, rather than needing to request information. When information is provided in English, it needs to be free from jargon and written to 'Plain English' standards.

Older People would like more information on how to volunteer in the Borough, and knowledge about the community groups with whom they can become involved. It was felt that the targets for engaging Older People should reflect a broader range of voluntary organisations. A directory of services available was suggested by the respondents, both for health and social care and universal services across the Borough.

Older People consulted as part of the Older People's Strategy felt that they would like more information available on their rights in relation to social care, and would like to have more information on how to comment on services

Concerns were raised regarding Waltham Forest Direct, as Older People found it difficult to use, especially when their first language is not English. Using the touch-tone system was thought difficult for people with mobility problems or conditions such as arthritis. Older People were concerned at the cost of calling the number, when kept on hold for long periods. To access social care services, contact needs to be made during peak hours, which can be expensive.

Concerns were raised regarding the information provided following assessments. Older People felt that waiting times were not always outlined at the time of assessment. The reasons behind the waiting times were generally acknowledged; however better clarity on how long they were expected to wait is required.

## Consultation

Older People requested that actions are taken following consultation and that information and progress reports are then fed back to participants.

Information should be provided prior to consultation meetings, and available in alternative formats.

Consultation should take place using existing avenues, e.g. faith groups, and provide facilities for culturally appropriate groups (including single sex groups).

## Volunteering

Respondents to the consultation felt that Older People should be assisted, where necessary to become involved in their community by, for example, providing transport and escorts.

People responding to the consultation cited inter-generational voluntary work as an area for development, building on existing schemes in the Borough. It was felt that this might help with engaging young people, and breaking down cultural differences between the young and Older People.

## Discrimination

People responding to the consultation mostly felt that they had not experienced direct age discrimination; rather indirect discrimination was more prevalent, which is more difficult to isolate.

A key area where it was felt that Older People were discriminated against was in insurance, where insurance is either considerably more expensive for Older People, or cannot be obtained, and age restrictions on driving abroad. The age criteria for blood donors were felt to be discriminatory.

Respondents felt that other forms of discrimination make age discrimination worse, for example a lack of understanding about cultural differences.

## Appendix F: Age is Just a Number – draft outcomes and targets

Outlined below is a draft set of outcomes and targets for the strategy. We continue to work with our partners to develop services for Older People and to set realistic actions and targets for the Older People’s Strategy. There will be an annual update of the final agreed targets to measure our progress and achievements.

The final version of this document will incorporate new targets from the Local Area Agreement, to be finalised in December, and the Age Discrimination Scrutiny Panel’s Report, due to be finalised in September. National targets from Independence, Wellbeing and Choice (the social care green paper), Opportunity Age (from the Department for Work and Pensions, and the London-wide Older People’s Strategy will also be included.

Priority area	Outcome	Target	Timescale (or targets set to this date)	Monitoring route
Decrease crime and improve the safety and quality of the environment	Reduce crime	Run at least eight targeted personal safety and awareness workshops each year in partnership with the community and voluntary sector	From 2005–2006	Crime, Disorder and Drugs Strategy
	Reduce fear of crime	Develop a database to monitor activities that ‘de-stabilise’ community cohesion. Devise interventions to combat activities	September 2005	Crime, Disorder and Drugs Strategy
	Reduce Crime	Introduce Travelsafe programme in Walthamstow Expand to Leyton and Leytonstone stations	September 2005 June 2006	Crime, Disorder and Drugs Strategy

Priority area	Outcome	Target	Timescale (or targets set to this date)	Monitoring route
	Reduce Crime	<p>Develop a Vulnerable Persons' register</p> <p>Reduce 'distraction' burglary by 10%, through 'hardening homes'. Focussing on vulnerable people including isolated Older People</p> <p>Further targeted 'hardened homes', working in partnership with the Home Energy Efficiency Team to focus on people identified through the Vulnerable Persons' Register</p>	<p>November 2005</p> <p>March 2006</p> <p>March 2007</p>	Crime, Disorder and Drugs Strategy
	Reduce Crime	<p>Analysis of motor vehicle crime in Leyton and Chingford car parks.</p> <p>Apply for 'Secured By Design' status</p>	<p>March 2006</p> <p>March 2008</p>	Crime, Disorder and Drugs Strategy
	Improve the local environment	<p>Reduce proportion of land and highways with unacceptable levels of:</p> <ul style="list-style-type: none"> <li>- Litter</li> <li>- Graffiti</li> <li>- Fly-posting</li> <li>- Fly-tipping</li> </ul>	To March 2008	Performance and improvement plan

Priority area	Outcome	Target	Timescale (or targets set to this date)	Monitoring route
	Improve the local environment	Reduce average number of days taken to repair street lighting (Waltham Forest and 'Distribution Network Operator' controlled)	To March 2008	Performance and improvement plan
	Improve the local environment	Improve street cleanliness  Increase percentage of 'fly tips' removed within one day	To March 2008	Performance and improvement plan
	Improve the local environment	Reduce percentage of principle and non-principle roads in need of repair	To March 2008	Performance and improvement plan
	Improve the local environment	Increase the proportion of footways in good condition (government standards class 1a and 2)	To March 2008	Performance and improvement plan
<b>Improve the health and well-being of local people</b>	Improve the health and wellbeing of Older People	Number of GP referrals to Healthy Living Centres	To March 2008	Performance and improvement plan
	Improve the health and wellbeing of Older People	Increase number of Older People helped to live at home	To March 2009	Local Area Agreement

Priority area	Outcome	Target	Timescale (or targets set to this date)	Monitoring route
	Improve the health and wellbeing of Older People	Increase the number of Older People in receipt of a Direct Payment	To March 2009	Local Area Agreement
	Improve the health and wellbeing of Older People	Reduce health inequalities	To March 2009	Local Area Agreement
	Improve the health and wellbeing of Older People	Reduce number of smokers	To March 2009	Local Area Agreement
<b>Improve learning opportunities to help individuals achieve their potential</b>	Improve access to learning and leisure opportunities	Increase visits per 1,000 population to: <ul style="list-style-type: none"> <li>– Public libraries</li> <li>– Museums</li> </ul>	To March 2008	Performance and Improvement Plan
	Improve access to learning and leisure opportunities	Increase user satisfaction in: <ul style="list-style-type: none"> <li>– Sports and leisure facilities</li> <li>– Museums and galleries</li> <li>– Libraries</li> <li>– Theatres and concert halls</li> </ul>	To March 2008	Performance and Improvement Plan

Priority area	Outcome	Target	Timescale (or targets set to this date)	Monitoring route
	Improve access to learning and leisure opportunities	Increase number of swims and other sports centre visits per thousand	To March 2008	Performance and improvement plan
	Improve access to learning and leisure opportunities	Increase participation of hard to reach groups, including Older People from Black and Minority Ethnic communities	Continuous	Performance and Improvement Plan
<b>Improve the local economy and infrastructure</b>	Improve Older People's Housing	Increase extra care provision, and reduced inappropriate sheltered housing accommodation	March 2009	Supporting People Strategy
	Improve Older People's Housing	Pilot 15 cross-tenure floating support units	April 2007	Supporting People Strategy
	Improve Older People's Housing	Ensure all homes are classed as 'Decent' (as classified by the Office of the Deputy Prime Minister)	2010	Performance and improvement plan
	Increase numbers of people aged 50 and over in employment	Implement the recommendations of Opportunity Age, when published	Expected publication date – Spring 2006.	

Priority area	Outcome	Target	Timescale (or targets set to this date)	Monitoring route
	Improve access to benefits	Continued development of Joint Visiting Team	Continuous	LAA
<b>Increase community understanding and participation</b>	Older People feel safer and more included in the local community	Organise an annual event to promote awareness of hate crime and reporting of hate crime, in partnership with the community and voluntary sector	From June 2005	Crime, Disorder and Drugs Strategy
	Older People feel safer and more included in the local community	Develop opportunities for interaction between generations to build trust and understanding	March 2006	Community Cohesion Task Group
	Improve social inclusion and participation	Widen participation in Community Councils to reflect more closely the diversity of the local population	March 2006	Scrutiny and community councils
	Increase the number of Older People taking part in voluntary work	Support capacity building of the community voluntary sector	Continuous	Scrutiny and community councils
	Improve access to information	Update search facilities on Waltham Forest website	Autumn 2006	Customer First

Priority area	Outcome	Target	Timescale (or targets set to this date)	Monitoring route
	Improve access to information	Work with our partners to improve information	Continuous	LAA
	Improve access to information	Ensure all publications are in 'Plain English'	Continuous	Customer First
	Improve access to information	Work with Waltham Forest Direct to improve telephone system for Older People, and people for whom English is not their first language	From November 2005.	Customer First
	Improve social inclusion and participation	Implementation of Age Discrimination Scrutiny report recommendations	Expected in Autumn 2005.	Scrutiny and community councils
	Improve social inclusion and participation	Improve images and representations of Older People in all Waltham Forest publications	Continuous	Customer First
<b>Building Capacity and Partnerships to deliver excellent services</b>	Improve processing times for claims	Improve processing time for new claims and change of circumstances for the payment of benefits to Older People	From October 2005 to 31 March 2006	Performance and Improvement Plan
	A better service in processing benefit payment	Provide a more personalised service to Older People in processing benefit payments e.g. assessment facilities in Waltham Forest Direct shops, home visits by visiting officers	From October 2005 to 31 March 2006	Performance and Improvement Plan

Priority area	Outcome	Target	Timescale (or targets set to this date)	Monitoring route
	Improve joint working with the Dept of Work and Pensions	Improve joint working with the Department of Works and Pensions in providing information about pensioners resident in the Borough to assist in the service provided by Department of Works and Pensions	From October 2005 to 31 March 2006	Performance and Improvement Plan

## Glossary

BME	Black and Minority Ethnic
LGBT	Lesbian, gay, bisexual and transgender
ONS	Office for National Statistics
OPDM	Office of the Deputy Prime Minister
PCT	Primary Care Trust
RSL	Registered Social Landlord

