

Older People's Strategy – improvement action plan 2010 - 2012

Ref	Key Actions or work areas	Milestones	Budget (mainstream or additional)	Metrics for evaluation success
<b>1.</b>	<b>COMMUNICATION</b>			
1.1	Implement promotional campaigns to support the successful implementation of Older People's Strategy initiatives.	Key promotional programmes: <ul style="list-style-type: none"> <li>• Free access to leisure centres for over 60s</li> <li>• I Care campaign</li> <li>• Older People's Day</li> </ul>	Relevant departmental budgets	Client satisfaction rating with effectiveness of promotional campaigns.
<b>2.</b>	<b>TRANSPORT</b>			
2.1	Ensure it is safer and easier to walk and take public transport in the borough	Gain Transport for London approval in March 2011, for 2011-2014 Local Implementation Plan which will include a three year delivery plan of Local Transport Schemes	Transport for London funding	Gain Transport for London approval in March 2011. A suite of indicators and targets will be developed in the monitoring section of the Local Implementation Plan.
		Successful implementation of 2010/11 Local Implementation Plan Programme. This includes improvements to the public realm and to the safety of the Green Lane and Rainham Road corridors, a range of accessibility improvements in the Becontree Neighbourhood (area bounded by Valence Avenue, Longbridge Road and boundary with LB Redbridge) and environmental improvements to a number of shopping parades.	Transport for London funding	Programme of schemes delivered on time (by March 2011) and to budget £2.509 million.
2.2	Making it easier to get to Queen's and King George's hospitals	Analysis of local public transport and access to hospitals via the Health Services Travel Analysis toolkit.  Establish a travel advisory group with representation from patients, wider public and transport providers, which will aim to improve	ONEL	Travel advisory group established.

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		the experience of patients travelling to health sites, including Queen's and King George's hospitals.		
<b>3.</b>	<b>COMMUNITY COHESION</b>			
3.1	To continue and develop the Home from Home initiative working alongside colleagues in Heritage, NHS B&D, transport and others to enhance and support service provision to elders in the community	1 event provided per month across a range of libraries		Increase in older people attending
3.2	Libraries to continue to support events that involve older people/people from diverse backgrounds and promote intergenerational activity	Armistice Day 2011 Older People's Day Living Libraries Black History Month	LBBB revenue funding	Increase and diverse range of people attending events
3.3	Heritage to investigate the possibility of providing transport to heritage sites for diverse community groups	Identify way forward by January 2011	LBBB revenue funding	Increase in diverse community groups using Heritage services
3.4	Heritage to extend the Home from Home initiative to events at heritage venues	1 event provided per quarter across both heritage sites	LBBB revenue funding	Increase in diverse community groups using Heritage services
3.5	To continue to use a range of techniques to address myths which lead to concern in the community		LBBB revenue funding	Increase in % of people who feel that people from different backgrounds get on well together
3.6	To continue to provide support to community groups to enable them to provide activities for local people to come together	Capacity-building grants programme to be agreed by end March 2011	LBBB revenue funding	Increase in % of people who feel that people from different backgrounds get on well together
<b>4.</b>	<b>HEALTH AND SOCIAL CARE</b>			
4.1	Move towards more independence focused services	Develop more flexible, safe and integrated community services to support people living at home, including people with complex needs and disabilities as a positive alternative	LBBB / NHS B&D mainstream	Decrease in demand for residential care because people have confidence in the care and support at home

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		to residential care (April 2010 onwards).		
		As part of a value for money exercise, benchmark B&D's spend on residential care for older people, both internal and external; continue to invest only in residential care for people with complex needs and develop user-centred and carer-centred, cost effective, alternatives that support people at home (Jan 2011).	LBBB mainstream	Strategy in place for investment in residential care for people with complex needs and community alternatives.
		Review the pricing structure and test the market to allow for the purchasing of a smaller amount of high quality residential and nursing home care within the borough for those older people with complex needs who require it (Nov 2010).	LBBB mainstream	Inspections and quality assessments show evidence of carer and consumer satisfaction. Complex needs can be catered for at a reasonable cost.
		Develop more high quality supported living and extra care services with waking night staff, including a new extra care scheme at Fews Lodge for people with dementia and people with learning disabilities (by 2012).	LBBB and Hanover Housing	High quality extra care scheme at Fews Lodge developed in partnership with Hanover by 2012
		Take a more strategic approach to commissioning residential placements for older people with mental health needs, to improve the quality and cost effectiveness (by Apr 2011).	LBBB Mainstream	Jointly agreed process for more effective purchasing of residential places for older people with mental health needs.
		Develop a new model of Joint Intermediate Care, including the needs of older people with mental health problems, as part of the move to more integrated working of community services (by April 2011).	LBBB / NHS B&D mainstream	Strategy in place for an integrated service for an Intermediate Care targeted to reduce length.
		Review the reasons for delayed transfers of care (DTOC) of older people, particularly of	NHS B&D and LBBB	Plan of action and evidence of reductions in DTOC.

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		health delays and develop options for jointly funded step down provision (Sept 2010).	Mainstream	
		Continue to benchmark the costs and performance of in-house reablement services against other local authorities with CSED support (Apr 2010).	LBBB mainstream	Evidence of value for money of in-house services against benchmark authorities.
		Improve the effectiveness of the private home care agencies to provide effective end of life care (commence Sept 2010).	LBBB Mainstream	All home care agencies to have end of life training in place for staff.
		Deliver on the interventions described in the National Suicide Prevention Strategy, the National Service Frameworks for Mental Health and Older People (April 2010 onwards).	LBBB/NHS B&D/NELFT	Improved the health of the population - reducing mortality from suicide.
		Implement the 9 recommendations of the Scrutiny Report on Sheltered Housing agreed by members in March 2010.	LBBB	Interim report on the agreed recommendations to be presented to members in Nov 2010.
4.2	Put service users and carers in control of services	Convert existing traditional care packages to personal budgets for older people to offer more choice, control and value for money (ongoing 2010).	LBBB mainstream	Self-directed support and personal budgets in place for 45% of users by April 2011 (local target).
		Convert existing traditional healthcare packages to personal health budgets for adults and older people to improve the quality of patient experience, choice and the effectiveness of care (by March 2010).	NHS B&D Additional project funding	75 Personal health budgets in place by 31 March 2010
		Roll out the MAR (Medication Administration Record) project borough-wide to improve effectiveness of medication delivery at home on hospital discharge (phase 2 to commence May 2010, with a review in August 2010).	NHS B&D, LBBB, BHRUHT mainstream	Improvement in the way medication is provided at home by paid care staff and family carers. High level of awareness health and social

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				care staff.
		Provide clear, accessible and timely information and advice to all older people with support needs and their carers. Client Information Group, to review range of information for older people about services (July 2010).	LBBB mainstream	Universal information and advice provided for all potential customers including self-funders.
		Improve the provision of information for people who have had a stroke and their carers when in acute hospital care and on discharge back home (May 2010 for 6 weeks).	NHS B&D/LBBB	Up-to-date information pack for stroke survivors in use across the health and social care system.
		Improve the availability of information for customers by establishing an on-line portal using the Quick Heart Information Directory and six 'Elephant' information kiosks: 4 fixed and two outreach (mobile) units. In the longer term this will give customers access to their own client records (commence May 2010).	LBBB Mainstream	Customer feedback that the Elephant kiosks are helpful. The fixed units installed at: Goresbrook Leisure Centre; St Georges; Barking Learning Centre; Porters Ave Health Centre.
		Implement the Housing Association Charitable Trust (HACT) Up2Us Pilot on personalisation for tenants living in extra care settings, led by Hanover (first meeting of steering group Nov 2009).	LBBB and Hanover Housing	Understanding of the impact of personalisation on tenants in extra care and on Registered Social Landlords.
		Fully implement and consolidate the TCES (Transforming Community Equipment Services) project which is using the retail model of provision of community equipment (May 2010).	LBBB mainstream	Service users aware of new prescriptions to be able to access small equipment items
		Monitor delivery of home care (in-house and contracted) through use of EZI-tracker and spot checks; address concerns about use of	LBBB mainstream	Effective monitoring of delivery and customer satisfaction with process for care staff logging

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		telephones (April 2010 onwards).		in and out.
		Revise the Telecare strategy and develop new approaches to telemedicine and consolidate Careline Community Alarms and Telecare provision (Sept 2010).	LBBB/NHS B&D mainstream	Improved mechanism for the installation and monitoring of Telecare. Development of local approaches to telemedicine.
		Commission a consumer survey of Telecare recipients to focus on satisfaction and any delays in service provision (June 2010).	LBBB mainstream	Take up, satisfaction and timeliness of Telecare provision.
		Build skills and capacity in community staff to the Gold Standard to provide support for people who choose to die at home and for those family members who care for them (start Sept 2010).	NHS B&D and LBBB	High staff awareness of End of Life Care Gold Standard.
		Set up multi agency planning group to review and plan services for younger people with dementia (50 – 65). Undertake a scoping exercise in collaboration with adult mental health services and learning disability services to see how many people with early onset dementia there are in B&D (Jan 2011).	NHS B&D and LBBB NELFT (may need project funding).	Services should be flexible and based around the needs of the individual, with access to early diagnostic and counselling services.
		Staff working in all services for older people to be offered more training in Support Planning and the use of the Resource Allocation Tool (ongoing).	LBBB, NHS B&D, NELFT	Increase staff awareness and competence in new ways of working.
		Set up a working group to meet quarterly with LD Services, MH, health and housing services to review the needs older people with learning disability and older carers of people with LD (Nov 2010).	LBBB/NHS B&D/NELFT/ Carers of B&D	Better collaborative working between services and process for future planning established.
		Ensure that the workforce is trained to meet the new personalisation agenda and processes (2010)		Evidence of an effective workforce development plan.

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4.3	Develop a market of services for older people to choose from	Develop a process to ensure that there is feedback to strategic commissioners about the delivery of services/gaps in the range of choices available for older people (July 2010).		System in place for improved liaison and plans in place to identify gaps enable providers to meet gaps.
		Introduce more choice and control in how recipients with personal budgets can be supported in their personal care at home (by December 2010).	LBBB Mainstream	Move away from block contracts for home care.
		Examine alternative ways of supporting people rather than traditional meals-on-wheels provision, to give older people more choices e.g. supermarkets, freezers and microwaves (May 2010).	LBBB Mainstream	More choice, control and satisfaction in the quality of meals.
		Improve the availability of activities in extra care schemes, by ensuring the activities and support are included in the extra care contracts (Apr 2011).	LBBB Mainstream	Activities included in all contract specifications.
		Work with colleagues in housing services to improve the fabric of the in-house sheltered housing and extra care housing environments in line with the agreed strategy (by 2015).	LBBB mainstream – capital bids	Quality compatible with housing association sheltered and extra care schemes.
		Upgrade alarms in all the sheltered housing schemes to enable support of Telecare equipment (by Dec 2010).	LBBB mainstream	All sheltered housing schemes able to support Telecare.
		Plan longer term arrangements for the day activities for older people with frailty or disabilities (July 2010).	LBBB mainstream	Fit for purpose accessible activities for disabled older people.
		Develop a range of day opportunities for older people to purchase with their personal budgets (Apr 2010).	LBBB Mainstream	Market of day opportunities established in B&D.
		Memory Lane Resource Centre to develop new ways of working with more personalised	LBBB mainstream	Greater choice and control for carers and people who need

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		responses using personal budgets (Apr 2010).		care from family carers.
4.4	Work in partnership to deliver services to older people in the community	Develop and improve the governance arrangements for older people, including older people's mental health services and service for people with dementia, reporting up to the Health and Wellbeing Board (by July 2010).	LBBB, NHS B&D, providers and voluntary sector	Greater clarity about the joint governance arrangements for older people services.
		Include representatives of older people in the new governance arrangements for health and social care services for older people – e.g. Set up an Older People's Compact and/or a Joint Board (by July 2010).	NHS B&D and LBBB Mainstream	A more robust infrastructure is established for consultation with all elders in the borough.
		Develop a local governance structure for taking forward National Dementia Strategy implementation and follow up Self Assessment (May 2010).	LBBB Mainstream	Governance structure agreed and in place by June 2010.
		Follow up and implement where appropriate the recommendations in the Dementia Scrutiny Panel report (April 2010).	NHS B&D, LBBB, voluntary sector	Recommendations to be included in the Local Implementation Plan.
		Draw up and consult upon a Local Implementation Plan for putting into effect the National Dementia Strategy (by July 2010).	LBBB Mainstream	Agreement across health, local authority and voluntary sector on priorities for dementia.
		Take forward the Integrated Care Project to establish more integrated working of community teams focuses around GP clusters. (The new structure to start Sept 2010.)	LBBB/PCT mainstream	Evidence of integrated working between community nursing, social care and other provider services around GP Practices.
		Increase the uptake of Carer Assessments for those family carers who care for older people (Mar 2011).	LBBB Mainstream	Increase in carer assessments undertaken in line with national PI targets.
		Repeat 2005 report on the needs of South	NHS B&D and	Hopefully evidence of



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		Asian communities to see if there has been any change in the take up of community services by BME communities (Jan 2011).	LBBB Mainstream	increased uptake by BME communities.
		Use Department of Work and Pensions/Department of Health Self-assessment Checklist to determine where we are at locally in involvement, leadership and service design (June 2010).	LBBB and NHS B&D	Consultation and self assessment completed by June 2010, as part of the Corporate Strategy for Older People.
		Implement the Sensory Action Plan which includes a draft local response to the UK Vision strategy and agreed joint pathways of care (ongoing).	LBBB/NHS B&D/ BHR	Improved services and better outcomes for older people with sensory impairment.
		Long Term Conditions project to develop a new focus on prevention and support, delivering high quality, innovative, effective and efficient services, closer to home (from April 2010).	NHS B&D funded Mainstream	A set of commissioning specifications for community services that describe new models of care.
		Require all residential homes to provide Gold Standard end of life care. Work with the PCT Health Facilitators to train staff in the Gold Standard framework (starting Jan 2011).	LBBB and NHS B&D	All homes equipped to deal with end of life care with expertise and dignity.
		Specialist mental health teams to work with general hospitals to support and train staff in the detection and initial management of mental health problems in later life (Jan 2011).	NHS B&D/ NELFT/ BHR/ LBBB	Improved mental health care of older people in acute hospitals; better community links to improve discharge and follow-up.
		Inform and influence providers from all sectors to help them deliver more personalised and cost effective services (June 2010).	LBBB and NHS B&D mainstream	Services to offer better value for money and more flexible personal responses.
4.5	Stimulate local communities and	Enable members of the community by giving	NHS B&D and	Evidence joint working people

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	maximising social capital to increase the focus on a network for prevention in the borough	information on health and well being and services on occasions where members of the public engage with local professionals to assess and plan for improvement (Feb 2010).	LBBB mainstream	understand what they can do to promote positive health and well being.
		Improve joint working and liaison with older people from minority communities to identify their needs and preferences (by Sept 2010).	LBBB Mainstream	Needs of BME elders included in the Older People Commissioning Plan.
		'Get Together' project together with other London boroughs to pilot new ways of working to reduce isolation of older people (starting October 2010).	Capital Ambition bid	Isolated elders satisfied with new support model. The model is sustainable in the longer term.
		Work closely with the Benefits Outreach Team implement the new agreement (Oct 2009) to improve Court of Protection and financial processes to protect older people who are unable to manage their own finances.	LBBB mainstream	Clarity about roles and responsibilities when the Director of Social Services has been nominated as appointee.
		Work with the voluntary sector to build a preventative network of services in the borough, in social enterprises, in line with the Voluntary Sector Compact (ongoing).	LBBB and NHS B&D mainstream	Compact effective in developing preventative approaches.
		Improve facilities for disabled people and uptake of Active Age Centres and consider options for self-management (by October 2010).	LBBB mainstream	Evidence of improved facilities for disabled people. Plans for the longer term development of the Active Age Centres.
		Take forward the actions for the four themes in the Volunteering Strategy for Barking and Dagenham so older people can play an active part in the community (agreed Nov	LBBB mainstream	Volunteering is visible and valued; there are more and more diverse opportunities; clear volunteering pathways;

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		2009)		and good volunteering practice.
		Work with the Local Involvement Network (LINKs) to ensure that local people have a voice in health and social care services and where improvements need to be (ongoing).	LBBB and NHS B&D mainstream	Robust programme of consultation and evidence that consumer views have shaped priorities.
		Ensure that Adult Social Care and the PCT had the commissioning capacity to deliver this challenging commissioning agenda by (Dec 2010).	LBBB and NHS B&D	Commissioners in permanent posts with credibility and competence to deliver.
<b>5.</b>	<b>CRIME AND PERSONAL SAFETY</b>			
5.1	<p><b>Improved personal safety for older people</b></p> <p>5.1.1 Increasing personal safety for older residents within the home, especially targeting distraction burglary</p>	<p>Briefings to approximately 800 front-line staff (including LBBB and voluntary) who work with the elderly</p> <p>Commissioning Arc Theatre to stage eight performances for elderly residents on distraction burglary and bogus callers</p> <p>Ongoing provision of UVPC door alarms</p> <p>Safer Homes Project to target older residents through advertising project at events and locations attended by older people</p> <p>Owner: Police</p>		% decrease in distraction burglary
	5.1.2 To ensure that our elderly residents feel safe in the built environment	Regeneration and Planning to ensure that Section 17 of the Crime and Disorder Act – <a href="http://www.crimereduction.homeoffice.gov.uk/legislation26.htm">http://www.crimereduction.homeoffice.gov.uk/legislation26.htm</a> is considered when looking at planning applications for buildings and		

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		<p>open spaces</p> <p>Owner: Jeremy Grint</p>		
		<p>See also milestones contained in <b>Anti-Social Behaviour Action Plan 2010-2012</b>, relating to Safer Neighbourhood Teams and Enforcement Services and Street Scene addressing the environmental concerns of residents</p> <p>Owners: Katherine Gilcreest, Peter Tonge, Michael Butler</p>		
5.2	<p><b>Improved visibility of the services working to protect residents in the borough, including police, Safer Neighbourhood Teams and teams incorporated within Community Safety</b></p> <p><b>This was also proposed by Recommendation Five of the Anti-Social Behaviour Scrutiny Report, February 2010</b></p> <p>5.2.1 Improved police visibility in parks and green spaces across the borough</p>	<p>Introduction of a Parks Safer Neighbourhood Team (March 2010 onwards)</p>		<p>Team established</p>
	<p>5.2.2 Ensure that Safer Neighbourhood Teams are engaging with the people in their areas and that Ward Panels and Ward Partnerships are addressing the issues important to local people and setting priorities to effectively address these concerns. This includes engaging</p>	<p>See milestones contained in <b>Anti-Social Behaviour Action Plan 2010-2012</b></p> <p>Owners: Katherine Gilcreest, Peter Tonge, Private Housing, Val Jones, Alison Buchanan</p>		<p>A well publicised neighbourhood action plan for each area with links to key ASB issues and a clear plan for tackling these</p> <p>A joined up partnership ASB</p>

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	older people that live in sheltered housing			<p>team, co-located in LA premises</p> <p>A clear campaign of publicising achieved actions along the 'you said we did' lines in News and local newsletters</p> <p>Decrease in NI 21</p>
5.3	<p><b>Supporting elderly victims and witnesses of anti-social behaviour and hate crime</b></p> <p>5.3.1 Improve the current provision and support that is being provided to older people if they are victims/witnesses to anti-social behaviour or hate incidents and hate crime</p>	<p>See milestones contained in <b>Anti-Social Behaviour Action Plan 2010-2012. These measures include the appointment of a Victim and Witnesses Champion, the launch of the Safer Homes Plus project and the development of the Victim and Witness support packs, which provide victim and witnesses with information about the services they should expect from partnership agencies</b></p> <p>Owners: Katherine Gilcreest, Shelley Hart, Maxine North, Allison Buchanan</p>		<p>Increase the number of complaints resolved at an early stage via mediation/restorative justice</p> <p>Review the support given to complainants and witnesses to ensure that this is appropriate to allow serious enforcement action to be taken without risk to the complainant/ witness</p> <p>Improving the satisfaction of service users</p>
	5.3.2 Preventing anti-social behaviour from continuing and/or escalating	See milestones contained in <b>Anti-Social Behaviour Action Plan 2010-2012</b>		Reduce percentage of residents who feel that alcohol and drug use is a key driver

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		<p>Owners: Katherine Gilcreest, David Horne, Rob Williams, Meena Kishinani, Heather Wills</p>		<p>for ASB</p> <p>Develop comprehensive support packages for perpetrators where support will prevent the ASB from continuing/ escalating</p> <p>Reduce the percentage of residents who feel that parents do not take responsibility for their children by increasing the use of interventions which support and/or enforce against parents in regards to ASB by young people</p>
5.4	<p><b>Improving intergenerational relationships, especially improving fear of crime from older people about younger people and improving the lack of trust between both groups</b></p> <p>5.4.1 Proposal that LBBD will commission a voluntary provider to deliver a full-scale pilot of intergenerational work focusing on neighbourhood relationships. The setting for the work will be variable but the model will be to bring together young people and older people as participants in a small number of weekly shared learning “sessions” centred around a range of</p>	<p>Form a small group drawn from relevant Council Departments (CDS; Engagement; Leisure; Adult Learning) and relevant voluntary groups to plan and develop the pilot.</p> <p>One voluntary/community organisation is commissioned to lead on developing pilot IC projects in three key wards on different topic</p>		<p>To be developed</p>

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	<p>formal learning objectives but with an expectation that informal learning will also be high. Suggestions that this could link to I Care and YOS</p>	<p>areas</p> <p>One senior lead officer for the Council is appointed to act as champion for the approach to IC</p> <p>Regular feedback to the Stronger Borough Board as the lead LSP Board and regular feedback updates to the Children's Trust and Health and Well-Being Board and Safer</p> <p>(March 2010 onwards – initial agreement gained by ACS and Children's DMT)</p> <p>Owners: GM Engagement, Heather Wills</p>		
	<p>5.4.2 Continuation and extension of good work around Intergenerational Conflict (IC) already occurring in the borough</p> <p>This was emphasised by recommendations from the February 2010 Anti-Social Behaviour Scrutiny Report, including the joint-working of the Older People's Forum, BAD Youth forum and the use of a robust marketing and communications plan using a range of media</p>	<p>Continuation of work, including:</p> <p>Promotion of IC DVD made by BAD Youth Forum</p> <p>Joint meetings between BAD Youth Forum and Elderly Peoples Forum, first held in Sept 2009 with a view to delivering a joint project</p> <p>Marketing and communications plan to improve the negative media perception of young people, including pages in 'The News'</p> <p>Positive promotion of young apprentices</p> <p>YOS reparation work</p> <p>Owners: Heather Wills, GM Engagement,</p>		<p>To be developed</p>

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		David Horne, Stephen Ducker		
	5.4.3 Increase opportunities for residents of different ages to engage with each other through problem solving exercises for Anti-Social Behaviour issues raised by the Community	Use restorative justice approaches to resolve cases involving community issues like ball games. Target set to publicise at least 3 intergenerational events focusing on 'community issues' per year  Ward Panels to explore methods of involving young people in the ward panel process in a way that reduces fear of crime for all residents		Number of intergenerational events held focusing on ASB issues  Increase in % of residents saying that they feel safe in the borough
5.5	<b>Safeguarding vulnerable older people</b>  5.5.1 Implement the Safeguarding Adults Board Strategy and Action Plan 2009-2011 to meet the Boards five Strategic Objectives	See milestones contained in Safeguarding Adults Board Strategy Action Plan 2009-2011  Owners: Glynis Rogers, Helen Oliver	Various	Increase in Safeguarding Adult referrals from partner agencies  Increase in Safeguarding Adult referrals from members of the public
	5.5.2 Deliver specific 'I Care' communication initiatives for Older People	Annual contribution to the Older People Awareness Day activities  Owners: DCI Philip Howarth  Lead Elder Abuse Awareness Day activities on 15 June  Owners: DCI Philip Howarth	Pooled resource budget	Increase in Safeguarding Adult referrals from partner agencies  Increase in Safeguarding Adult referrals from members of the public
	5.5.3 To establish Safeguarding Adults consultation mechanism with existing Older Peoples Forum to support their involvement in shaping service delivery	Evidence of consultation with Older Peoples Forum for key deliverables via the Communication and Engagement Subgroup  Owners: DCI Philip Howarth	Pooled resource budget	Increase in Safeguarding Adult referrals from partner agencies  Increase in Safeguarding Adult referrals from members of the public



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<b>6.</b>	<b>HOUSING</b>			
6.1	Undertake a housing needs analysis for older people.	Housing Needs Survey let by July 2010. Interim report Dec 2010. Final Housing Needs Survey published Mar 2011.	Housing Revenue Account and General Fund	Provision of more preventative older people housing (outputs to be defined in 2011-2015 Housing Strategy)
6.2	Undertake a detailed options analysis for six specific sheltered housing schemes	Option analysis complete by Dec 2010. Implement redevelopment options where necessary by March 2011	HRA and GF	Provision of more sheltered/affordable housing (outputs to be defined by options appraisal)
6.3	Undertake options analysis across remainder of sheltered housing, extra care, residential and nursing stock including maintenance and modernisation options.	Options analysis complete for sheltered stock by April 2011	HRA and GF	Improvements to stock resulting in lower maintenance costs. Higher resident satisfaction ratings
6.4	Develop Older People Housing Strategy	Needs analysis completed by Dec 2010. Sheltered stock options analysis completed by March 2011. OP Housing strategy published July 2011	HRA and GF	Implementation of outputs in Older People Housing Strategy Action Plan
6.5	Undertake options analysis for specific extra care dementia scheme.	Needs analysis by Dec 2010. Options analysis by Mar 2011. Implementation by Apr 2011	HRA and GF	Provision of extra care dementia scheme by end 2012
6.6	Undertake survey to assess the impact of telecare in terms of cost savings and ability of service users to remain living independently in their own home.	Survey completed by March 2011		Cost savings identified. Number of older people living independently in their own homes as a result of telecare support
<b>7.</b>	<b>FINANCE &amp; BENEFITS</b>			
7.1	Work to maximise benefit take up in pensioner group	Regular contact and meetings with partners including The Pension Service, Care Managers, vulnerable adult teams, NHS B&D etc., to identify pensioner households who may need assistance	GF	Compare the level of benefits in payment to LBBB pensioners with the known growth in population on an annual basis

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7.2	Work with Care Management and outside agencies to ensure each pensioner is in receipt of the maximum level of financial support for personal care	To ensure the Care Managers and Financial Assessment teams work closely to ensure the needs of pensioners and their families in need of home care are given maximum financial assistance possible	GF	To obtain figures from Care Management of the numbers in receipt of financial support and the monetary level of that support
7.3	Pursue an Outreach policy of being in direct contact with pensioners	Together with the Pension Service operate a Joint Visiting Team dedicated to visiting pensioners at home including those left at home when a partner has to go into care	GF	Volume of home visits made year on year and compare against levels of new/increased awards attained
7.4	Make the community aware of the benefit service for pensioners	By attending Forums and seminars, exhibitions, LBBB outreach days	GF	Monitor the number of productive enquiries per venue
<b>8.</b>	<b>PLANNING AND CLIMATE CHANGE</b>			
8.1	Ensure all new homes are built to Lifetime Home standards	Borough wide development policies adopted January 2011	LBBB revenue funding	% of new homes approved and built to Lifetime Home standard will be monitored in Local Development Framework Annual Monitoring Report. Target 100% of approvals and completions by December 2010
8.2	Ensure all new homes on major Developments achieve 14 or more points against the Building for Life Assessment	Two Council employees have gained Building for Life accreditation. All major housing schemes will be assessed against the 20 Building for Life criteria and reporting in the Local Development Framework Annual Monitoring Report.	LBBB revenue funding	100% of all new homes achieving 14 or more points against the Building for Life Assessment by December 2012.
8.3	Develop a fuel poverty strategy to tackle fuel poverty and energy efficiency in both	All council-owned homes will be brought up to an average Standard Assessment Procedure	External funding	All council-owned homes will be brought up to an average

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	public and private sector housing.	(SAP) rating of stock to a minimum of 70 points by 2016.	LBBB revenue funding	Standard Assessment Procedure (SAP) rating of stock to a minimum of 70 points by 2016.
<b>9.</b>	<b>WORKING AND VOLUNTEERING</b>			
9.1	Develop a range of volunteering opportunities in libraries, to help people make the most of what's on offer	First volunteers start Jan 11	LBBB revenue funding	Number of volunteers in libraries
9.2	Implement the volunteering strategy to significantly increase the number of volunteers in the borough	Increase by 30% the number of registered volunteers over 2008 baseline by March 2012	LBBB revenue funding	Increase in number of volunteers over baseline
9.3	Pilot a Time Bank in the borough	Time Bank established December 2011	LBBB revenue funding External funding	Increase in number of volunteers over baseline
<b>10.</b>	<b>LEISURE</b>			
10.1	Widen access to sport and physical activity	Becontree Heath leisure centre opens (by May 2011)	LBBB capital	Increase in the number of older people in the Borough using the leisure centres.
10.2	Leisure facilities and services will be made fully inclusive to enable those who wish to participate, or participate more often, to do so.	Inclusive Fitness Initiative (IFI) accredited health and fitness facility provided at Becontree Heath Leisure Centre (by June 11).	LBBB mainstream funding	% increase in the number of gym members aged 50+ and those with disabilities.
10.3	Opportunities to remove barriers to participation in sport and physical activity will be explored, particularly in relation to pricing policies.	Free use of leisure centres for over 60s (April 2010 – March 2011)	LBBB, NHS B & D and DCMS funding – one off funding to end March 2011	% increase in participation by older people
		Provision of reduced price grass roots activity programmes as part of the More Active More Often programme	NHS B & D and Sport England	% increase in participation by 50+
10.4	The parks in the Borough need to be	Adizone outdoor gym installed at Mayesbrook	NHS B & D plus	Evaluation of first year

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	places where local people like to go. As funding is secured, the implementation of the Strategic Parks Initiative will be rolled out to improve accessibility and encourage structured and more informal physical activity in parks and open spaces across the Borough.	<p>Park (by June 2010).</p> <p>Barking Park renovation scheme implemented.(by December 2011).</p> <p>In partnership with the British Trust for Conservation Volunteers a Green Gym will be established to enable members of the local community to increase their level of physical activity and improve their physical and mental health, whilst at the same time, improving the local environment</p>	<p>additional external funding - one off</p> <p>LBBB capital and Heritage Lottery Fund</p> <p>One off funding from Barking and Dagenham Partnership.</p>	<p>operation – usage by over 50s</p> <p>Construction and landscaping works delivered on schedule, within budget and to the agreed specification</p> <p>120 participants in year one</p>
10.5	Promote non-traditional, non-competitive approaches to encourage physical activity through projects and programmes based around play, dance, walking, jogging and cycling	Tea Dances held quarterly at Dagenham Park Community School for general public (targeting older people)	LBBB mainstream budgets	Number of events
		Programme of new activities delivered: dance mats; street self defence; jogging clubs; 50+ elderberries etc.	LBBB mainstream budgets plus NHS B&D	Number of participants
		Production and distribution of a Walk4life brochure to raise awareness of the benefits of walking and to promote local walking programmes	Funded by 'Go London, think feet first' campaign.	Number of activities presented and participants.
10.6	Work with partners to implement co-ordinated and effective exercise referral and weight management programmes for adults.	Review with partners the effectiveness of the existing exercise referral programme (by end June 2010)	NHS B & D and partners	% increase in the number of people taking part in weekly organised walks.
		Creation of an exit strategy to encourage	LBBB	% increase in the number of older people being referred to and completing the referral programme.

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		those people completing the exercise referral programme to remain physically active.	mainstream budgets and NHS B & D	older people continuing to be physically active 12 months after completion of the referral programme
10.7	Work to enhance the skill levels, diversity and number of local coaches and volunteers.	Establishment of a co-ordinated coach education and mentoring programme.	Sport England and NHS B & D	Increase in the number of qualified coaches, officials and volunteers in the Borough
		Provision of Walk Leader and Jog Leader training opportunities to local volunteers.	To be confirmed	Number of older people completing the training programme.  Number of new older people leading walking and jogging activity programmes.
<b>11.</b>	<b>EDUCATION AND SKILLS</b>			
	No improvement actions identified for 2010 - 12			