

Luton Whole Systems Strategy for Older People

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The Commission

- To begin the development of a whole systems strategy for older people in Luton
- This has involved
 - Talking to older people about what they see as important
 - Looking at how the views of older people are sought and how these link into service development
 - Auditing existing strategic structures and strategies to establish how they address the needs of older people
 - Mapping existing services for older people to identify gaps and establish if they work as a single system

Talking to older people

- The whole systems approach is built bottom up and starts with the views of older people.
- We have sought to identify what outcomes are important to older people by
 - Talking to older people in Luton
 - Reviewing the consultation you have already undertaken
 - Looking the University of Bedford research you commissioned
 - Reviewing national research and work we have done in other authorities.

What is important to older people in Luton?

- The consultation process identified a list of needs and wishes focussed around
 - Relationships and social networks
 - Self sufficiency and control
 - Positive status
 - Health and well being
 - Safety and security
 - Being an equal citizen

Building a Framework for action

- There is a need to bring these aspirations into a useable framework
- An Outcomes Framework has been developed that deliberately follows the Every Child matters Framework - **because it works** - Audit Commission
- It shows what older people want you to achieve for them

Luton Outcomes Framework

Aim 1 making a positive contribution	Aim 2 getting good information, advice and advocacy	Aim 3 having sufficient income	Aim 4 living in good, safe neighbourhoods and able to get out and about	Aim 5 keeping healthy and active
<p>Outcome 1a Older people will be engaged as citizens in decision making as real partners</p> <p>Outcome 1b Older people will should be valued, respected and free from discrimination</p> <p>Outcome 1c Older and younger people should be working together to promote harmony and understanding for all generations</p> <p>Outcome 1d Older people will have access to the same support across Luton</p> <p>Outcome 1e Older people will be given opportunities to use their skills and experience to support other older people</p>	<p>Outcome 2a Older people will have access to information and advice about opportunities and services in their area</p> <p>Information will be provided in different ways so that people can use it and be free from jargon</p> <p>Information will be 'joined up' and available in a range of different locations and be provided when people need it</p> <p>Support and advocacy if necessary will be provided to navigate through bureaucratic systems</p>	<p>Outcome 3a Older people should have an adequate income</p> <p>Outcome 3b Older people will have the opportunity to work and learn new skills if they want to</p> <p>Outcome 3c Older people should have choices about what to do in retirement and when to retire</p> <p>Outcome 3d Older people will have access to good financial and benefit advice before and after retirement</p>	<p>Outcome 4a Older people will be able to get out and about easily and use affordable transport that is easily available</p> <p>Outcome 4b Older people will have decent, appropriate and affordable accommodation and can choose where they live</p> <p>Outcome 4c Older people will live in safe and clean neighbourhoods with good local services</p> <p>Outcome 4d Older people should feel safe in their homes.</p>	<p>Outcome 5a Older people will be able to use a range of affordable, good quality health and care services in their local area</p> <p>Outcome 5b Older people will be able to access a range of practical and preventative services that promote independence and good health</p> <p>Outcome 5c Older people will be able to access a range of affordable social, leisure and educational opportunities</p> <p>Outcome 5d Older people should have good social networks to combat social isolation</p>

Principles to underpin delivery of the strategy

- Having a positive approach to life and older age, promoting the active involvement of older people as citizens in contributing to the life of their local community
- Enabling older people to have control and make informed choices over the way they live their lives
- Ensuring mainstream services are person centred and meet the needs and aspirations of older people
- Services that are provided locally and equitably across the town
- Promoting independence but also providing support when it is needed

What does the framework tell us?

- Not all of the outcomes relate to the work of ASC and the PCT or the Health and Well Being Board – it is a quality of life agenda
- No single department or agency can meet any of the outcomes – there will be a need for a multi agency approach
- Puts centre stage some areas that are not seen as core business – income maximisation and advice and information.

What is a whole systems approach?

- A series of multi agency partnership which focus on the outcomes identified as important by older people.
- Broadens the concept of services for older people by acknowledging the contribution of services like libraries, leisure centres etc play in the life of older people

Active Luton

- Active Luton have established how many older people use their services through their swipe card system.
- The take up is less than would be expected
- Active Luton have a strategy in place which seeks to increase take up by older people
- This will contribute to the physical and mental health of older people.
- This is an example of an organisation that is not seen as provider of services for older people which is actively seeking to contribute to the welfare of older people.

Why adopt the whole systems approach in respect of older people? (1)

- National strategies and inspection regimes all emphasise need to reshape services to meet needs of **all** older people.
- The Public Service Delivery Agreement 17 - tackling poverty and promoting greater independence and wellbeing in later life
 - The government expects local authorities and their partners to address the needs of **all** older people **and to be able to demonstrate** they are meeting the needs of all older people
 - It expects issues such as material well-being (pensioner poverty), transport, housing and the employment needs of older workers to be addressed.

Why adopt the whole systems approach in respect of older people? (2)

- The expectations of older people are changing they :
 - want to remain at home,
 - want services that help them retain their independence
 - want to be in control
- People are living longer but healthy life expectation is not growing at the same rate which has resource implications
- The whole systems approach has a focus on prevention which is now a key strategic issue.
- It seeks to slow the decline of individuals into dependency by focusing the work of non specialist services and moving specialist services into a more preventive approach.

The Luton Forum and the Whole Systems Approach

- Moving to a whole systems approach requires strategic coordination that crosses existing 'boundaries' between departments and agencies.
- The outcomes identified by older people cross the remits of the existing thematic boards.
- No single thematic board can deliver the outcomes identified by older people.
- Cross cutting groups will need to address particular outcomes

Using the outcomes framework

- The outcomes framework can be used by thematic boards to identify which outcomes relate to their specific responsibilities
- Establish whether they are addressing those outcomes.
- Put together cross cutting groups to address particular outcomes
- It can also be used as a cross cutting reporting tool to establish that Luton is addressing the needs of all older people.