


London Borough of Hammersmith & Fulham HEALTH, INCLUSION AND SOCIAL CARE POLICY & ACCOUNTABILITY COMMITTEE 15 JANUARY 2019		
THE FINAL REPORT OF THE OLDER PEOPLES COMMISSION		
Report of the Cabinet Member for Adult Social Care and Public Health, Cllr Ben Coleman		
Open Report		
Classification – For review and comment Key Decision: No		
Wards Affected: All		
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1. EXECUTIVE SUMMARY

- 1.1 The Older People's Commission (OPC) was formed in November 2017 to examine ways of improving the quality of life for all older residents and making Hammersmith and Fulham (H&F) the best borough in which to grow older.
- 1.2 An interim report focusing on isolation and loneliness was published in March 2018 (see Appendix 2). Since then the commission has concentrated on how to ensure that all older residents benefit from the services they are entitled to, and how to make H&F an even better place to live.
- 1.3 The OPC report represents the range of priorities that older people told commissioners they had for their lives in the borough. This final report of the Commission (attached as Appendix 1) sets out the key findings and recommendations arising from its work over the past year.
- 1.4 The key findings from the Commission's work in Hammersmith & Fulham are that:

- **Better services:** Many people have told us of: unreliable transport, in some cases not fit for purpose; inflexible parking systems; problems with GP appointments; and bad housing maintenance.
- **Better Information:** Many people shared their frustration at knowing that there is a lot going on in H&F but a lack of accurate timely information about it. Similarly, many told us that they are not always aware of the help they can receive and the services they could benefit from.
- **Stronger Communities:** Many people told us that they want to feel that they belong and that communities need to be more inclusive of people from different generations, with different ethnic backgrounds and life experiences. There is a feeling from many community groups that they are seen as 'hard to reach' when they are available, waiting and ready to be an integral part of the life of the borough. This is often down to language barriers.
- **Closer Collaboration:** Many people felt that the Council, its many different departments, the various national and local agencies, and all the charity organisations do not always work together, which leads to a sense of confusion, duplication and a lack of coordination. This can cause older residents to be reluctant to persevere with inquiries or complaints.
- **Deeper Resident Engagement:** Many people told us that they felt that decisions were taken without them being consulted or that some of the existing services were not fit for purpose and had been put in place without thinking about older users. There was a widely held view that some consultations were 'tick-box exercises'. Outcomes were often poorly communicated.

1.5 This report sets out the recommendations of the H&F Older People's Commission.

2 RECOMMENDATION

2.1 That the Older People's Commission report is noted and shared with Cabinet.

3 REASONS FOR DECISION

3.1 The recommendations of the OPC report are put forward by the Older People's Commission, not by council officers. However, officers have been involved in the discussions that have taken place around these recommendations now put forward.

4 OPTIONS AND ANALYSIS OF OPTIONS

4.1 The OPC is the ninth H&F resident-led commission to report to a PAC on its findings and recommendations, since 2015.

- 4.2 These commissions demonstrate the Council's commitment to working with residents to get things done. They are an example of how the Council is engaged with residents in the co-production of council policies.
- 4.3 The OPC has engaged with council officers from across service areas to help inform and shape its recommendations and its meetings have been attended by the Cabinet Member for Health and Adult Social Care.

5 CONSULTATION

- 5.1 The OPC has been engaged in consultation with other older people, older people's organisations, council staff and councillors throughout the year as it has gathered evidence to inform this final report.

6 EQUALITY IMPLICATIONS

- 6.1 The OPC report presents recommendations with the aim of improving support and services for older people and giving older people greater involvement in the production of services and policies. The implementation of these recommendations will have positive implications for the equality of older people in the borough.

- 6.2 *Implications verified by Peter Smith, Head of Policy, tel 020 8753 2206*

7 LEGAL IMPLICATIONS

- 7.1 The report makes recommendations about the Council's approach to agreeing policies and strategies with local older people in relation to the delivery of local support and services to this group. Any new arrangements as a result of the OPC report will have to take account of any relevant legislation and statutory guidance.

- 7.2 *Implications verified by: Rhian Davies, Assistant Director of Legal and Democratic Services*

8 FINANCIAL IMPLICATIONS

- 8.1 If the Council decides to adopt the Commission's recommendations, then any financial implications will need to be evaluated and considered as part of the Council's financial planning process.

- 8.2 *Implications completed by: Emily Hill, Assistant Director of Corporate Finance, tel. 020 8753 3145, tel. 020 8753 2531.*

9 IMPLICATIONS FOR BUSINESS

- 9.1 Employability, employment and retraining opportunities for older people are clear barriers and consideration should be given to developing sustainable solutions. The Economic Development Team, especially Adult and Community Learning and Work Matters, should be engaged in this process.
- 9.2 Key employers in the borough (including the Council) should take a leading role in identifying, developing and promoting good practice in making workplaces and careers accessible to older people in a consistent and positive way.
- 9.3 *Implications completed by: Alben Karameros, Economic Development Team, tel. 020 7938 8583.*

10 BACKGROUND PAPERS USED IN PREPARING THIS REPORT

None

LIST OF APPENDICES

Appendix 1: Report of the Older People's Commission, which includes Appendices including the Focus Group report, the Interim report, March 2018 and the Bibliography and additional resources.

Please note: The final report will be printed and graphics inserted for the launch in March 2019.