


<p><b>LONDON BOROUGH OF HAMMERSMITH &amp; FULHAM</b></p> <p><b>CABINET</b></p> <p><b>4 MARCH 2019</b></p>		
<b>FINAL REPORT OF THE OLDER PEOPLE'S COMMISSION</b>		
<b>Report of the Cabinet Member for Health and Adult Social Care - Councillor Ben Coleman</b>		
<b>Open Report</b>		
<b>Classification – For review and comment</b>		
<b>Key Decision: No</b>		
<b>Wards Affected: All</b>		
<b>Accountable Director: Lisa Redfern</b>		
<b>Report Author:</b> Ruth Redfern, Communities Lead		<b>Contact Details:</b> Email: <a href="mailto:ruth.redfern@lbhf.gov.uk">ruth.redfern@lbhf.gov.uk</a>

## 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:** Residents 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:** Residents 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, some told us that they are not always aware of the help they can receive and the services they could benefit from.
- **Stronger Communities:** Residents 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 some 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:** Residents 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:** Residents 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. RECOMMENDATIONS TO CABINET

2.1 That the Cabinet endorses the recommendations of the Older People's Commission and commends the report to stakeholders and partners.

## 3. RECOMMENDATIONS OF THE COMMISSION

### 3.1 Better Services

#### 3.1.1 The Council:

- Should drive improvements to the training and monitoring of home care staff, and strengthen support for residents with a mental health condition and those who may be at risk of falling into poverty;
- Should establish of a new H&F carers' commission;
- Should review housing maintenance and management contracts, and drive performance improvements;
- Should raise with RingGo the concerns of older residents and others about the new parking meters to explore where improvements can be made;
- Should ask Government to provide adequate funds for the local authority to meet its obligations to provide social care now and into the future;

- Should consider increasing council tax income in line with the maximum allowed by current regulation, and consider adding the social care precept to Council Tax bills in 2019/20.

#### 3.1.2 The Council in partnership:

- Should urge H&F's hospitals and surgeries to reserve some phone appointments for older residents not able to book online;
- With Transport for London (TfL), should re-examine bus routes to improve the service to residential areas which are currently poorly served;
- Should work with all commissioners of community transport to review their services and ensure they are reliably meeting the needs of older residents. This includes hospital transport provided by the health service, TfL's free door-to-door dial-a-ride service and other voluntary transport schemes.

### 3.2 Better Information

#### 3.2.1 The Council:

- Should substantially increase the numbers of volunteer community champions to support older people in every part of the borough.

#### 3.2.2 The Council in partnership:

- With health providers and Healthwatch, should seek to ensure all older people know what services are available and should reduce the complexity of forms that carers/older people need to complete to receive additional financial support. Nobody should be excluded if they don't have access to computers, or they find forms difficult;
- With health providers and charitable organisations, should ensure that 'Every door is the right door', and work together to make sure older people are steered towards the right services for them wherever they first make contact;
- With GP surgeries and sheltered housing, should ask that noticeboards are used more effectively to promote services and activities;
- With its stakeholders should request that, for those who are comfortable using computers, information websites such as People First should be updated and made user-friendly, with easy-to-access advice and information (for example on dealing with a cold home);
- With the third sector, should ensure that older non-English speakers, particularly those living in poverty, are supported, for example by ensuring older people get all the benefits they're entitled to.

### 3.3 Stronger Communities

#### 3.3.1 The Council:

- Should encourage and support older people who wish to remain economically active;
- Should explore better support for a greater wealth of culturally specific activities to recognise the diversity of H&F's older population and, in doing so, bolster local third sector organisations running social activities for older residents. No two people's tastes or pockets are identical.

#### 2.4.2 The Council in partnership:

- With health and social care providers and local surgeries, should not overly medicalise ageing and should instead focus on social prescription of activities to improve the health and well-being of older residents;
- With providers, should ensure that activities are accessible to all older people, and should help organisations keep activities free or affordable. Cost should never be a barrier.

### 3.4 Working Together

#### 3.4.1 The Council:

- Should identify all groups supporting older residents, and establish a policy of helping them to develop. Those tackling social isolation, loneliness and poverty should be a particular priority. Council staff should be offered volunteering or secondment opportunities with these groups.

#### 3.4.2 The Council in partnership:

- With providers, should work with older residents on developing a consistent, year-round offer of activities across the borough.

### 3.5 Deeper Resident Engagement

#### 3.5.1 The Council:

- Should appoint a councillor as H&F older people's champion to represent older residents' interests. The champion should work in partnership with an older people's board made up of local residents, agencies and charitable organisations;
- Should involve older residents in any relevant service review or re-design of services, so the service users themselves have a greater say.

#### 3.5.2 The Council in partnership:

- With healthcare planners and other agencies, should produce comprehensive guidelines for all resident consultations, including for the production and use of surveys, focus groups and public engagement events. These should give clear guidance on the need to report outcomes and how to do so.

#### **4. RECOMMENDATIONS OF THE HEALTH, INCLUSION & SOCIAL CARE POLICY AND ACCOUNTABILITY COMMITTEE**

4.1 The report was discussed and endorsed by the Health, Inclusion and Social Care Policy and Accountability Committee, which met on Tuesday 15 January 2019.

4.2 It was agreed:

- The report to be widely circulated, and provided to organisations such as Save Our Hospitals and CCG patient reference groups, as determined by the Commission;
- Iain Cassidy (Commission Member) to facilitate the OPC report to the CCG;
- To ensure that the report feeds into the NHS consultation on digital working;
- To highlight concerns around how older people access primary care appointments, given the number of potential GP closures, practice consolidation or hub closures, with travel to these appointments being a primary concern;
- Officers to explore the feasibility of setting up a sub-group of the Committee to meet with the CCG and members of the Commission; and
- To identify and consider wider engagement opportunities to promote and publicise the findings of the report.

#### **5. REASONS FOR DECISION**

5.1 The recommendations 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 the recommendations now put forward.

#### **6. OPTIONS AND ANALYSIS OF OPTIONS**

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

6.2 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.

6.3 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 and the Deputy Leader. The HISC PAC has discussed and endorsed the OPC's recommendations and has referred these to Cabinet.

## **7. CONSULTATION**

- 7.1 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.

## **8. EQUALITY IMPLICATIONS**

- 8.1 The OPC's 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.

- 8.2 *Implications verified by Peter Smith, Head of Policy and Strategy, tel. 020 8753 2206.*

## **9. LEGAL IMPLICATIONS**

- 9.1 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. New arrangements will have to take account of any relevant legislation and statutory guidance.

- 9.2 *Implications verified by: Rhian Davies, Assistant Director of Legal and Democratic Services, tel. 020 8753 2229.*

## **10. FINANCIAL IMPLICATIONS**

- 10.1 This report seeks Cabinet's endorsement of the recommendations of the Older People's Commission. As the Council develops its response to the recommendations, any financial implications will need to be evaluated and considered as part of the Council's decision making and financial planning processes.

- 10.2 *Implications verified by: Emily Hill, Assistant Director, Corporate Finance, tel. 020 8753 3145.*

## **11. IMPLICATIONS FOR BUSINESS**

- 11.1 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.

- 11.2 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.

11.3 *Implications completed by: Alben Karameros, Economic Development Team, tel. 020 7938 8583.*

## **12. COMMERCIAL IMPLICATIONS**

12.1. There are no procurement implications resulting from this report. If third party contractors are appointed to support the delivery of the recommendations, they must be procured in accordance with the Public Contracts Regulations (PCR) 2015 and the Contracts Standing Orders (CSOs).

12.2 *Implications verified/completed by Andra Ulianov, Procurement Consultant, tel. 020 8753 2284.*

## **13. IT IMPLICATIONS**

13.1 All information gathered by the OPC was managed in line with the data protection principles of GDPR and the Data Protection Act 2018.

13.2 *Implications verified by: Veronica Barella, Chief Information Officer. tel. 0208 753 2927.*

## **14. RISK MANAGEMENT**

14.1 The Council's Commissions form an important part of Policy and Strategy setting in line with the Council Priority Being a Compassionate Council. In doing so the work of the Commission contributes to good governance and management of our Residents needs and expectations.

14.2 *Implications verified by: Michael Sloniowski, Risk Manager, tel 020 8753 2587, mobile 07768 252703.*

## **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.