

OLDER PEOPLE'S PREVENTION AND SUPPORT SERVICE

Summary of key findings of the Public Survey

- The Older People's Prevention and Support Service provides housing related support to people aged 60 and over.
- Since October 2017, the service has been delivered by Together Housing. The current contract expires at the end of September 2024.
- The aim of the public surveys was to ensure current service users, and older people living in Calderdale, were able to share their views about the current and any future service.
- This will help us to design the future service and to procure the right provider to deliver excellent outcomes.

Methodology and Reach

The public survey was shared with people who use the service and shared with the wider public on the Calderdale 50+ Forum, which receives 3k to 4k visits per month, and on the social media page which has in excess of 1k followers. All the responses received were on-line, although paper copies or telephone responses were offered. 80 responses were received between 17th May and 1st June 2023.

Summary of Key Findings

Areas of support

Our public surveys found that, overall, the three main areas of support that respondents felt people might need to maintain their home, were:

- Support to combat loneliness
- Support with emotional health and wellbeing
- Support to make home more accessible

The services people actually received mirrored this view, according to survey responses. The view of professional stakeholders also reflected these findings, in a separate survey.

What makes a good housing related support service?

When asked what would make a good housing related support service, 75% of the public surveyed indicated, 'The person feels support staff understands their situation.' Respondents also indicated it was important to feel in control, and that support should be available and accessible at a time the person wants or needs.

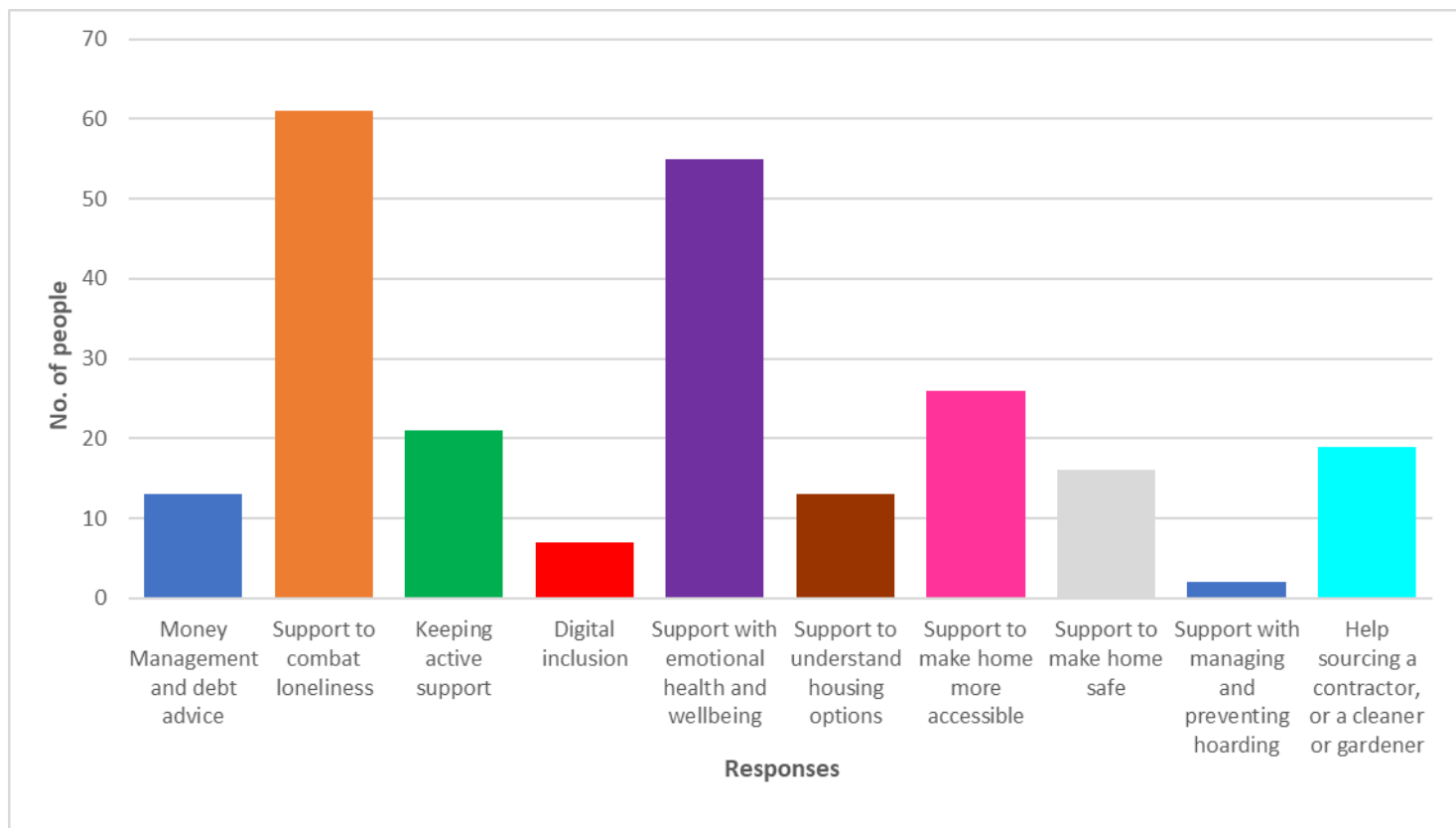
How can the service be made more accessible?

'Not being able to use the internet,' was the most significant response from the public, when they were asked, 'Is there anything that might concern you or prevent you from using the service.' However, of relevance was that only 7 out of the 80 public respondents indicated digital inclusion was an area of support people might need, to maintain their home.

Additional comments made by people included, 'Disabled people have not got appropriate support,' and, 'In Shelf we feel abandoned,' and, 'more flexibility with the service.' Some positive comments included, 'Staff helped me get over 6k back from utility company that had over charged me,' and, 'Staff are friendly and will support with any problems,' and, 'I would not be able to live independently without this support.'

Public Survey Results (from all 80 Respondents)

The graph below shows the main areas of support, which respondents thought older people in Calderdale might need, to enable them to maintain a safe and accessible home.



Conclusion and Next Steps

The outcomes from the surveys were used to support the future development of Housing Support for 60+ service and will be used to help develop a Service Specification for the service.

Individual comments made by respondents (e.g. how to make the service more accessible, or how to improve the referral process) will be considered during the development of the Service Specification.

Below are some examples of how the survey conclusions may be drawn upon, to support the development of the service:

Service outcomes

The surveys show combatting loneliness and support with emotional health and wellbeing is a priority if people are going to live in their homes longer. These findings, along with other priorities highlighted, will help us to determine the future outcomes we want from the service.

Staff qualities

Respondents felt it was important that staff understood their situation. This information will be used in the development of the Service Specification, in terms of considering the skills set and values required of staff.

Accessibility

The survey highlighted some people might feel digitally excluded from the service. Additionally, of relevance is that nearly 9% of those surveyed felt hearing and/or sight loss may prevent them from using the service. Other barriers highlighted included being embarrassed, and not being able to have visits at a time to suit. These are important considerations in the development of the Equality Impact Assessment, and development of the Service Specification, in terms of ensuring the service is accessible.

Next Steps

The Service Specification will be developed and, once this has been approved, providers will then be invited to submit tenders, which will be evaluated to determine which provider will deliver the service from October 2024.

We would like to take this opportunity to thank people who completed the survey. Your feedback is important to us and will continue to help us to develop the service. Please continue to share any further comments with us at helen.woods@calderdale.gov.uk or tina.kelly@calderdale.gov.uk. Thank you!