



Epping Forest District Council



SCRUTINY

REPORT OF THE SERVICES FOR OLDER PEOPLE AND DISABLED PEOPLE TASK AND FINISH PANEL

APRIL 2007

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CONTENTS

CONTENTS.....	2
1. Chairman's Foreword	3
2. Introduction and Overview	3
Summary of issues scrutinised	3
Terms of Reference	4
Aims and Objectives of Review:	4
How we went about the task:	5
Panel Composition:	5
3. Summary of Recommendations.....	6
4. Report	8
Older People's Action Group (OPAG).....	10
The Aims of OPAG	10
OPAG Work Locally.....	10
How the Council could help OPAG	11
Visits to Older People's Groups and Sheltered Housing Schemes:.....	11
District Council Sponsored Day Clubs:	12
Handyperson Scheme	14
Concessionary Fares Scheme.....	14
Council's response to the Disability Equality Duty.....	16
5. Conclusions.....	17
6. Acknowledgements	19
7. Appendices.....	20
Services for Older People and Disabled People	20
Services Via Grant Aid Scheme.....	22
Via VAEF via Grant Aid Scheme (and others)	26
Services For People With Disabilities Epping Forest Arts	27
Services For The Elderly Epping Forest Arts	29
Services For The Elderly Sports Development	31
Services For The Elderly And People With Disabilities District Museum Service	36
Services For The Elderly And People With Disabilities - Leisure Centres	37
Social Clubs for Older People.....	38



1. Chairman's Foreword

Foreword by Councillor Susan Perry – Chairman of the Panel

As Chairman, I would like to thank my Vice Chairman, members of the Panel, the Joint Chief Executive, John Scott and officers for their support, guidance, and information. I would also like to extend a big thank you to Kay Ellis, a member from the Joint Management Team who agreed to become a co-opted member of our panel. Our thanks also go to those organisations that have helped us in this study or submitted themselves to our scrutiny and especially to all the older people who gave their time and warm hospitality to share their experiences with members of our Panel.

Our study has brought forward some useful recommendations that we hope will contribute to the enrichment of the lives of the residents of our district.

2. Introduction and Overview

Summary of issues scrutinised

The Overview and Scrutiny Committee set up our panel to look at the services for older people and for disabled people provided by the District Council and other agencies such as Voluntary Action Epping Forest (VAEF) and at services for the general public which older or disabled people have difficulty in using.

It was the intention to find out what is provided and whether there is difficulty accessing those services, if there are gaps, if they are being under or over used, if the criteria is consistent and if they are adequately advertised and funded.

At an early meeting of the panel a wide-ranging investigation into the services and opportunities for disabled people of all ages was considered in addition to that for older people. We noted that the Council through its Leisure Services provides a range of activities for disabled people often in collaboration with the Primary Care Trust. These include work with people with dyspraxia, specialist sessions in Leisure Centres and Swimming Pools; work in schools, arts development and the museum. We considered whether we should go and see these services, talk to the beneficiaries especially the children and their parents. However, we later recognised that this would make the work of the panel too great so it was decided to narrow our study services for older people and to the implementation of the Disability Equality Duty at Epping Forest District Council.

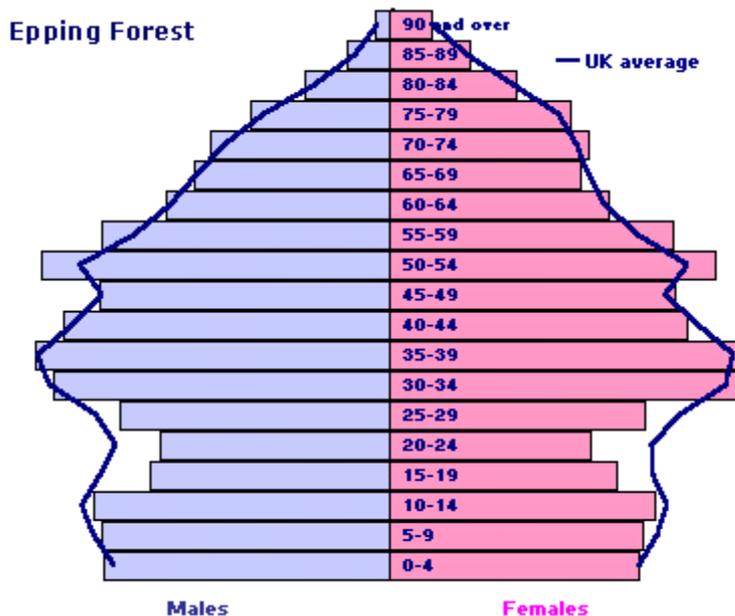
Public interest justification

The justification for our study is the fact that there is a higher than average number of older people in Epping Forest District (see figure 1 below). There is a perception that despite a number of services being available for them, many people seem unaware of what is available and therefore how to access it. There is also evidence through the housing needs survey of a relatively high number of people with disabilities





Figure 1



From December 2006 the Disability Discrimination Act requires that public bodies must anticipate problems and encourage the involvement of disabled people in public life. Some organisations have a specific duty to produce a Disability Equality Scheme, including the Council. Part of our review was to look at how such an equality scheme is to be produced.

Terms of Reference

The Panel's terms of reference were:

- (1) To look at the services for older people provided by the district council.
- (2) To look at the services for older people provided through the voluntary sector and in particular Voluntary Action Epping Forest.
- (3) To look at the criteria for these services.
- (4) To look at any charges made for these services
- (5) To identify any gaps
- (6) To consider issues in relation to transport.
- (7) To consider the implications of the Disability Equality Duty for the district council and the council's proposed response.

Aims and Objectives of Review:

1. To find out what services are provided by the district council, Voluntary Action Epping Forest and if there are any difficulties in accessing these services if there are any gaps and are they adequately funded and advertised.
2. To confirm if the Council complied with the December 2006 which required of the Disability Discrimination Act that states that public bodies must anticipate problems and encourage the involvement of disabled people in public life.
3. To make any recommendations that identified the need for extra spending by 18 September 2006 in order to meet the deadline for the budget fixing round for next year



4. To find out about the specialist transport on offer, and about the Taxi Card System offered by other councils.
5. To investigate the use of bus passes and the relevance to the availability of buses.
6. To Review the Council's Handyperson scheme

How we went about the task:

We met on five occasions when the Panel received presentations on the work of the Joint Management Team (a multi-disciplinary team comprising representatives of all agencies involved in care for older people), the Handyperson scheme and CARE, and the concessionary transport fares scheme.

In addition, individual Members attended meetings of the Sheltered Housing Forum, the Older Person's Advisory Group (OPAG), the Sheltered Housing Scheme Managers' Meeting, and the Careline Control Centre. They attended privately run groups within their own area. They attended luncheon clubs and day centres for older people where they were able to speak with the users and organisers. Epping Forest is fortunate in having a number of such facilities but only a limited number could be visited. Each Member gave a report on their observations at each Panel meeting. This evidence was a mixture of oral and written reports highlighting positive and negative feedback and issues discussed with them at each visit.

Regrettably in the time available we were not able to spend any time looking at services for disabled people or meeting the people who use those services. In the event we were only able to take a brief overview of the Disability Equality Duty and the Council's response to that.

Panel Composition:

The Panel comprised the following Members:

Councillor Susan Perry (Chairman), Councillor Janet Whitehouse (Vice-Chairman), Councillor Antoinette Cooper, Councillor David Bateman, Kay Ellis (Co-opted member), Councillor Anne Grigg, Councillor Peter House, Councillor Doug Kelly, Councillor Peter Turpin, Councillor Keith Wright

The Panel met on 5 occasions. The attendance record for which was as follows:

Member	Attendances
Councillor David Bateman	2
Councillor Antoinette Cooper	4
Councillor Anne Grigg	4
Councillor Peter House	4
Councillor Doug Kelly	5
Councillor Susan Perry	5
Councillor Tom Richardson	1
Councillor Peter Turpin	3
Councillor Janet Whitehouse	5
Councillor Keith Wright	4



3. Summary of Recommendations

1. That the overview and Scrutiny Committee seek a commitment from the West Essex Primary Care Trust as to their continued support for the work of the Joint management Team for Services to Older People in the Epping Forest District.
2. That the Essex County Council be invited to:
 - Give a similar commitment to the work of the Joint Management Team.
 - Explain how it assesses the needs of older people within the Epping Forest District; how its services meet those needs and its plans to address the issues identified in the Local Government Association report "Without a care".
3. That subject to satisfactory answers in relation to recommendation 1 and 2 above and the continuation of the Joint Management team who oversee services provided for older people, we would like to see the following options taken forward:
 - The development of a one-stop shop to provide advice on the services available for older people and how these services can be assessed. This could be, for example, through the Council's Careline Services.
 - The provision of an updated directory of services available for older people – this would be an essential part of the one-stop shop provision.
 - The holding of a further summit on Services for Older People in order to check on progress made and identify any new issues or concerns that need to be addressed.
 - Development of the Older People's Action Group (OPAG) in order to enable it to continue as an independent pressure group in relation to issues that affect Older People.
4. That the Portfolio Holder for Community Wellbeing be asked to identify grant aid support to help develop OPAG as an independent and self financing organisation which supports and encourages the valuable contribution made by Older People to our society, encourages Older People to support each other and that the Council then makes use of that organisation as part of its ongoing consultation strategy.
5. That the Portfolio Holder for Leisure Services be asked to investigate and report back on how Leisure Services can assist in:
 - Providing an healthy living approach which helps meet the social needs of the growing number of older people;
 - Continue targeted projects such as that provided through the Arts Service "A Sense of Place";
 - The continued provision of the seated exercise programme;
6. That further DDF funding in the sum of £3000 be made available to the Handypersons' Scheme in the Financial Year 2007/08 and that during the course of 2007/08 the Portfolio Holder for Finance and Performance Management identify a means by which the DDF grant can become part of the CSB so that the value of the money is maintained on an ongoing basis.



7. That the availability of the Handypersons Scheme be advertised more widely through The Forester.
8. That the changes to the Concessionary Fare Scheme proposed by Government be kept under review in order to monitor:
 - any financial implications for the Council;
 - whether in the light of the changes proposed the separate scheme with Transport for London is still necessary.
9. That the Council sponsored Day Clubs for the more housebound older people provided in association with Housing Services have provided a valuable and much appreciated service, but should be kept under review in the light of:
 - Difficulties in recruiting volunteers to help run them;
 - Difficulties in providing transport to and from the Clubs;
 - Falling attendances.
10. That whilst the Council has done a great deal to address equality issues within its Service provisions there is still a great deal more which needs to be done. In particular we recognised the resources issues within Service Areas generally and that a specialist consultant has been employed to help produce the Disability Equality Scheme. This work needs to be brought to a conclusion and the scheme published without further delay.



4. Report

At our first meeting on 22 June 2006 we set out to look at the scope of our review, how we would address the tasks which had been set for us and attempted to agree a programme of works.

It soon became clear that the task we had been set was enormous and without some prioritisation and focus would not be capable of being achieved. We took into account the contrasting mixture of urban and rural life in the Epping Forest District covering a population of 120,896 in an area of 34,500 hectares. The 2001 census profile shows the population to be ageing with an increase in the number of people over seventy-five.

The Housing Needs Survey (2003) shows 18% of households in the district to have somebody with some form of disability. We were aware that each of our communities responds to its own basic needs, which means there is a wealth of experience and opportunity in our district. We would not have the time or resources to identify or visit many of those within the limited nature of our study.

We therefore agreed that in relation to older people we would concentrate on those services provided via the District Council or Voluntary Action Epping Forest (VAEF) and take an overview of other services and their impact as the opportunity arose. In relation to services for disabled people we agreed we could not do justice to this particular aspect of our study and therefore we would focus on the Disability Equality duty which had been placed on the Council by the provision of the Disability Discrimination Act 1995. The Overview and Scrutiny Committee agreed to revise our terms of reference accordingly.

At our second meeting we met with the Joint Management Team, a voluntary partnership set up to oversee the provision of services for older people provided by the various statutory and voluntary agencies in the Epping Forest District. The slides used by the Joint Management Team for their presentation can be found via the website for the meeting held on 20 July 2006, but the most telling remark which put matters into context for us was that “the numbers of older people in the Epping Forest District is greater than the numbers in Harlow and Uttlesford combined”. The team had been created some time ago following an Older People’s Summit. Its membership included:

- Adult Social Care
- District Council (Housing Services)
- Voluntary Action Epping Forest (VAEF)
- Primary Care Trust
- Champion/User
- Consultant Geriatrician
- Mental Health Trust

The Team’s aims and objectives are:

- (i) Consult with users to improve services for older people in Epping Forest;
- (ii) Achieve better coordination through joint working;
- (iii) Maximise resources through joint working (given limited resources);
- (iv) Share good practice;
- (v) Monitor the National Service Framework for Older People.



Members noted the changing nature of society with greater numbers of people in the 65-75 age bracket and noted some of the projects undertaken by the Team including the Tent Card project and 'Message in a Bottle' which had been widely distributed to vulnerable groups. As there was no direct funding for the team, such projects were subject to grant funding or funding from the individual partner organisations.

The team had also undertaken Scrutiny of the age based policies of the PCT, had introduced a 'falls team' – a dedicated team of staff working on falls prevention - which had been achieved by integrated working. A 'tilt table' had been purchased and this was being used locally by the falls clinic consultants, avoiding the need for patients to travel.

They had also secured funding for a full time member of staff to provide an advocacy service for older people in the Epping Forest District.

The team had ideas for further projects, which they would like to see taken forward if resources can be found, these include:

- (i) Updated Services Directory;
- (ii) The establishment of a One Stop Shop which could resolve some of the problems with communication which each organisation currently faces. This links into (1) above and it would be incumbent on each organisation to keep the unit appraised of changes and developments. It could prove to be an invaluable resource for everyone in the district;
- (iii) Nurse led clinics in sheltered housing (following a recent successful pilot);
- (iv) Secure funding for research (to support consultations);
- (v) The implementation of telecare (funding now available from ECC) - examples include falls detectors and bogus caller buttons linked to an existing pendant alarm system.
- (iv) Further BME (Black Minority Ethnic) research;
- (v) Secure funding for another Summit; and
- (vi) "Floating" the OPAG as a self managed group without losing the momentum it is currently building up.

We were impressed with the work undertaken by the Joint Management Team since its formation and agreed it was an excellent example of partnership working which delivered positive benefits for older people in our district. We noted and supported its ambitions for future work and strongly believe the District Council should continue to be involved in supporting those ambitions as far as resources permit. In particular, we would like to see the following projects come to fruition:

- The updated Directory of Services for Older People;
- The establishment of the One Stop Shop;
- A further Older Peoples' Summit;
- The floatation of OPAG as a stand-alone group.

However, we also believe the Primary Care Trust and Adult Social Care (Essex CC) are the key stakeholders in the delivery of services, both of whom are going through major changes at the time of this study. We therefore recommend that the District Council should be seeking assurances from each of those two organisations as to their future support and commitment to the work of the Joint Management Team.



At our third meeting we received and studied the schedule of services provided by the District Council and VAEF. A schedule showing these services is reproduced within the appendices to this report. We also received feedback on visits made by Members of the Panel to the Parsonage Court Day Club, Robert Daniels Court and a number of other venues also. We were particularly interested in the visit to the Older People's Action Group since this had been one of the aspirations put forward by the Joint Management Team for Services to Older People.

The Epping Forest branch of OPAG is chaired by a Member of our Panel, Councillor Doug Kelly. A number of other Members have attended OPAG meetings but Councillor Kelly has made the following contribution to our report.

Older People's Action Group (OPAG)

It is acknowledged by Government, the public sector and society as a whole that a radical change of perspective is needed, if public services are to meet the concerns of our ageing society. Better Government for Older People (BGOP), (a local and national partnership in which older people are the key partners, and which aims to influence and shape decision making and policy development at all levels of government) has been at the forefront of developing successful approaches to enable public services to meet these challenges. The very essence of BGOP's approach is for older people to be engaged as active citizens in all areas of public life – contributing to service planning, delivery and evaluation and to their wider communities.

OPAG works at the core of the BGOP, in partnership, to reflect the views of older people in their particular community.

OPAG is integral to the success of BGOP and are key partners within the organisation, with representatives on numerous national consultative committees:

- BGOP Advisory Committee
- National Partnership Group (Central Government)
- Association of Directors of Social Services (ADAS) (Older Peoples Committee)

The Aims of OPAG

As older citizens and as partner to BGOP, OPAG are demonstrating the successful approach through their own working and are influencing local, regional and national practice to ensure it is shaped by the key aims of OPAG as determined from its launch back in 1988 – which are:

- (1) For older people to participate in all areas of public life including the formation of policies and the improvement of public services;
- (2) For the voices of older people to be heard effectively in national, local and devolved government;
- (3) For ensuring that the contributions older people make to their communities are recognised;
- (4) To improve the image and increase the profile of older people.

OPAG Work Locally

Locally (Epping Forest District) OPAG meetings have been held in various Sheltered Housing Schemes. These meetings have been well attended, by both residents and other local people. Participants have been encouraged to talk openly, about their local area, what they feel is good,



what is in need of improvement, what is considered bad. Topics have included Housing and the home, neighbourhoods, getting out and about, public transport, the state of the pavements, accessing information, health and healthy living, clinics and medical services, mental health services, council tax, road safety, speeding traffic and the departure of local shops, there no longer being any variety with too many eating establishments.

OPAG can convene working groups, as required, to consider specific issues, for example the current focus is on the following themes and issues: active ageing, health care, housing and design, consultation and involvement and money matters.

Locally, with the changes going on within the National Health Service (NHS) and the amalgamation of Epping Forest PCT with Harlow and Uttlesford PCT's finance which had previously been forthcoming from the PCT and Voluntary Service, is now seriously restricted and could mean that the OPAG may not be able to continue its good work in the Epping Forest District, much to the disadvantage of the district's ageing population.

How the Council could help OPAG

The Older People's Advisory Group (OPAG) is running well under the chairmanship of Doug Kelly. He is able to get people to talk and to summarise the problems.

The need is for the group to have someone who can take these problems forward to the appropriate authority. So far this has been done by Health, Social Services and Housing. With the change in Health and Social Service, this is no longer possible, neither is it appropriate as each group should be run independently.

It would be of help if some money could be put into OPAG, as pump priming, to allow someone from the group to do this, along with bookings and sending out of notices of meetings and to be able to have their costs covered. The group in future would need to raise money themselves to cover these costs.

We are of the view that the Council should offer grant aid support to help develop the OPAG vision and then use that group as part of its ongoing consultation processes.

Visits to Older People's Groups and Sheltered Housing Schemes:

Individual Members of our Panel had undertaken visits to sheltered housing, Council sponsored Day Clubs, Day Centres and independent Groups run by volunteers, where they were able to join in group discussions and one to one interviews.

The perception was that for older vulnerable and disabled adults there appeared to be a lack of day care opportunities, which may link in with difficulties in accessing community transport. Without any statistical data to show places provided to those needed it was not possible to ascertain the true situation.

It was noted that day care services are provided by Essex County Council and therefore not properly within the remit of this Panel.

It was generally recognised that services for older people will need to change to meet the aspirations of the older person. This can be seen in the difficulty in enlisting older people to volunteer to work with less able older people. In the past large numbers could be relied upon.



The idea that retired people can support the more vulnerable should be encouraged with an enabling approach by those who provide services in Day Care Centres and Sheltered Housing Schemes.

In late December 2006, the Local Government Association published a report "Without a Care?" which looked at the wider aspects of ongoing care for older people and its likely impact on those authorities with the duty to deliver that care. We noted that the issues identified in that report mirror our own findings from discussions with older people in our district.

Due to the high needs of this group however, the Panel recommends that the Council liaise with Essex County Council to ascertain the present level of service compared to need and also what possible changes are being planned for vulnerable older people with regards to day care and other services.

With the changes in attitude and aspirations of older people it was felt Leisure Services could have a greater role to play in the future, by providing the healthy living approach and meeting social needs, by tailoring more services for the older person.

Active, stimulated and engaged older people are more likely to experience a shorter period of disability in later life.

The Leisure Service Art Project "a Sense of Place" was directed at the dependant older person who may be isolated through physical or mental disability. It brought a multi faceted approach both for the older person and those who work with them either in a paid or voluntary capacity and their family member(s) bringing about mutual benefits. We would urge, this service be continued and held up as a flagship of good practice.

Seated exercises are also provided by Leisure Services for older people who may have or likely to suffer impaired mobility. These can make a big difference to the person's ability to get around and result in a positive impact for Health Services.

It was apparent that Leisure Services does have a positive role and a lasting impact on people's later lives, which can be cost effective in health and financial terms.

In summary the Panel noted that:

- Some feelings were expressed about isolation of less mobile older people.
- Older people had concerns about uneven surfaces, other environmental conditions and local shopping facilities

At our fourth meeting we looked in more detail at the following schemes provided by the Council:

- District Council sponsored Day Clubs for the Elderly;
- Handyperson's Scheme;
- Concessionary Fares Scheme;
- Council's response to the Disability Equality Duty.

These are commented on in the following sections:

District Council Sponsored Day Clubs:

The Council agreed the principal of setting up day clubs for the older people within its Sheltered Housing Schemes in the early eighties.



The first such club was set up in 1984 when two former employees of the then County Council Social Services Department in partnership with the Council's Health and Housing Department set up a day club in Buckhurst Court, Buckhurst Hill.

This was quickly followed by a second day club at Robert Daniels Court in Theydon Bois and following the success of these two ventures, the Council set out to promote further clubs across the district.

The Council was proud of its provisions for older residents via its Housing Service and keen to find ways of working with others to offer some benefit to older people generally. The Council recognised the high quality of the furniture and equipment of the communal lounges in its sheltered housing schemes and the fact that at that time these were not too well used during day time periods. It therefore agreed to the promotion of day clubs for older housebound residents outside the Council Housing Service, accepting the extra costs of wear and tear providing no other costs fell on the authority.

Day Clubs are a discretionary service, run by hard working volunteer organisers and helpers. They are not Day Centres, have no professional carers in attendance but provide an opportunity for older people to interact with others and enjoy social activities. Members are assessed in advance by the volunteers and include either tenants or private sector occupiers living locally who are generally housebound and would benefit from a change of scenery and the opportunity to engage with others. They receive lunch, local transport and refreshments at a nominal charge of between £2.50 & £4 per visit.

It is important to note that the Day Clubs can only continue, with the agreement of the majority of the tenants of the sheltered housing scheme in question.

Day Clubs are currently operated at 5 sheltered housing schemes across the district. In 1995, two volunteers from each of the Clubs set up the Epping Forest Day Club Committee, which is a valuable forum where ideas and common problems can be discussed. The Committee meets on a six-monthly basis and is supported by Council officers.

The table attached as an appendix to this report sets out the Council's sponsored Day Clubs currently in operation. As can be seen, membership of the Clubs is reducing with only 12 referrals being made to all Clubs during 2005/2006, which is the lowest ever. This is possibly due to older people having more options for socialising. The table also explains the problems being experienced within each of the Clubs in terms of recruiting volunteers and access to transport.

Our Panel identified the following issues:

- Affordability of transport - transport costs are seen as one barrier to attendance at the day clubs;
- Lack of volunteers – there were a general lack of volunteers for the day clubs – the requirement to pass a driving test was deterring volunteer drivers, with volunteer organisers being discouraged by increasing bureaucracy;
- Falling attendances at day clubs. This seems to have happened because of the many options now available for older people in terms of social activities and interests.
- Yet, the Day Clubs provide a much valued service to those that do attend.



Handyperson Scheme

On 20 July 2006, the Portfolio Holder for Housing, Councillor Stallan, asked the Panel to carry out a review of the Handypersons Scheme. The request originated from a question to the Housing Portfolio Holder (Councillor Heavens) at Council on 21 February 2006 by Councillor Mrs Whitehouse.

The Handyperson Scheme is an offshoot of CARE (Caring and Repairing in Epping Forest) which is part of Environmental Services that provides the Council's Home Improvement Service. The stated purpose of the scheme is to provide retired homeowners and private tenants in the Epping Forest District with reputable contractors to carry out minor works.

We understand that typical handyperson jobs are small repairs: from leaking taps and gutters for instance, and work to prevent falls in the home, like fitting grab rails and hand rails.

The Service is provided free to people who are over 60, retired and on a means tested benefit (such as Council Tax Benefit and Pension Guarantee Credit) for work costing up to a maximum of £150. Minor repairs costing more than this can be carried out but the homeowner has to pay the difference. Works can also be arranged for the same client group but who are not in receipt of a means-tested benefit but only if they agree to meet the costs in full.

The initial concerns behind the question put by the Panel's Vice Chairman, Mrs Whitehouse, were finance related in that the budget for the Handyperson Scheme had not been increased since the Scheme was first set up in 1999. To some extent this concern was addressed by the allocation of an additional £3000 via the DDF in the financial year 2006/07, making a total sum available of £13,250.

In 2005/06, the Scheme undertook 93 jobs at a total cost of £9,827 from a budget of £10,000. So far this year a total of 52 jobs have been arranged at a total cost of £5868. Since demand rises in the winter months, it seems likely the total budget of £13,250 will be spent.

However, there is no assurance that the budget will continue at this level in future years, hence our recommendation.

This scheme provides an excellent service of which the Council should be proud. The panel have therefore recommended that the District Development funding should be repeated for 2007/08. Due to the timescales involved in the budget making process we have already raised this issue with the Cabinet in advance of our formal report. We are also recommending that the Council's magazine, the Forester be used to publicise this scheme.

Concessionary Fares Scheme

The Council works with Essex County Council and the other Essex districts to provide a county wide concessionary travel scheme. Working together in this way allows the participating authorities to provide a scheme that exceeds the statutory minimum requirements, which are that each district need only provide a scheme that operates within their own boundaries.

No charge is made for the countywide scheme passes and from 1 April 2006 these passes have allowed holders to travel free within the scheme boundaries. Prior to 1 April 2006 pass holders were entitled to half fare travel. This change in benefit has proved very popular and pass numbers have increased from around 6,500 at 31 March 2006 to almost 9,000.



The Council also has a concessionary fare scheme which runs in conjunction with Transport for London (TfL). We understand that this scheme is unique amongst district councils as no other districts have schemes that involve bus travel so far beyond their own boundaries. An agreement was entered into with TfL for the 3½ years to 1 April 2004 and this has subsequently been extended on an annual basis.

Under the terms of the TfL scheme pass holders have been able to travel free on buses within the scheme boundaries since 1 April 2005. The area in which the pass can be used includes Edmonton, Tottenham and Enfield in the West to Romford and Ilford in the East and extending as far South as Stratford. A charge of £30, or £10 to those in receipt of benefit, is made for the passes, this is necessary as TfL charge the Council £180 for each pass. There are currently some 400 passes in issue.



A significant change was made to the issuing of passes for both schemes from 1 April 2006. The previous system had generated a number of complaints, as individuals wanting passes were required to attend in person. Passes are now issued by post from the Civic Offices.

We understand that nationally, a fundamental change will be taking place from 1 April 2008. As mentioned above, the current countywide scheme already exceeds the statutory minimum scheme, by allowing travel not just within a given district but also across the whole county. The new scheme will allow pass holders to travel anywhere on local bus services, effectively removing all boundaries.

This new provision applies only to local bus services and not national coaches. In theory pass holders would be able to travel long distances using their passes but they would need to change local services a number of times en-route.

Central Government announced this change in March 2006, but to date have provided little by way of detail on how the scheme is meant to operate. So far indications are that the Government will require districts to keep managing schemes locally rather than the Government operating one centralised scheme for the whole country.

We are aware that a Taxi Card System operates in some parts of Greater London, but could find only one example of such a scheme in Essex. That being operated by Rochford District as per the conditions set out in Appendix *. It seems to us that this is a very good way of helping the mobility of those people who are unable to use the bus. We understood the scheme is well used but has a cost to the District in operating terms. We did not have time within our timescale to consider the scheme which could bear further investigation.

The Essex Association for Disabled People did operate such a scheme at one time with funding from the National Lottery and there were people in the Epping Forest District who benefited from that scheme. Unfortunately when the lottery funding came to an end, the scheme had to close.



We can appreciate the benefit of such a scheme but do not feel able to recommend that the Council's limited resources should be used to provide such benefits at this time.

Council's response to the Disability Equality Duty

This new legal duty means that public bodies need to actively look at ways of ensuring that disabled people are treated equally. The general duty requires that public authorities when carrying out their functions must have regard to the following:

- promote equality of opportunity between disabled people and other people
- eliminate discrimination that is unlawful under the Disability Discrimination Act
- eliminate harassment of disabled people that is related to their disability
- promote positive attitudes towards disabled people
- encourage participation by disabled people in public life
- take steps to meet disabled people's needs, even if this requires more favourable treatment.

We were supplied with copies of an overview document entitled "Doing the Duty" which had been issued by the Disability Rights Commission. We noted that the general duty came into force on 4 December 2006.

Copies of the document can be obtained from the Disability Rights Commission or the Council's Website on:

<http://rds.eppingforestdc.gov.uk/Published/C00000546/M00004827/AI00009182/DoingTheDuty.pdf>

A similar duty was imposed in 2004 when the Council was required to develop a Race Equality Scheme (RES) under the provisions of the Race Relations (Amendment) Act 2000.

Progress within the Council



The Council's approach in developing this was to look at a range of equality issues beyond race, i.e. gender and disability discrimination issues, so the RES effectively became the first stage of a corporate equality scheme.

Following the adoption of the RES by Cabinet, a number of pilot impact assessments (IAs) were carried out in late 2005. This created a heavy workload and it did not prove possible to complete them internally due to resource issues. It was therefore agreed that an independent equalities consultant be brought in to complete the IA's in consultation with Heads of Service and managers. This exercise was completed in January

2006, and Management Board considered a comprehensive report which made general recommendations for the development of a full equalities scheme and associated action plan. It was agreed to prioritise those actions which had an impact on our future CPA assessment. The IAs identified a number of issues which might impact on disabled service users, but no full analysis has been carried out yet.

The Council has therefore re-engaged the independent equalities consultant to draw up a Disability Equality Scheme which should be completed in early 2007. This will involve analysing the results of the Impact Assessments and consulting the community to ensure that our services are responsive to the needs of disabled service users.



5. Conclusions

1. The Panel were impressed with the work carried out by the Joint Management Team in overseeing services provided for older people. However, we have concerns about the changes taking place within both the NHS and Essex County Council and the impact these may have on the future of the team.
2. Whatever the arrangements for the future might be, the Panel would like to see the following proposals from the Joint Management Team taken forward:
 - The development of a one-stop shop to provide advice on the services available for older people and how these services can be assessed. This could be, for example, through the Council's Careline Services.
 - The provision of an updated directory of services available for older people – this would be an essential part of the one-stop shop provision.
 - The holding of a further summit on Services for Older People in order to check on progress made and identify any new issues or concerns that need to be addressed.
 - Development of the Older People's Action Group (OPAG) in order to enable it to continue as an independent pressure group in relation to issues that affect Older People.
3. The report issued by the Local Government Association "Without a care" mirrors the findings of our Panel from our discussions with Older People locally and we would like to see a response from Essex County Council's Adult Social Care Service on how they intend to address the issues identified.
4. The Council's Leisure Service provides a positive role in meeting the needs of both Older People and Disabled People. This needs to be further developed since it can provide a lasting impact on the lives of those people which can be cost effective in both health and financial terms.
5. The Handypersons Scheme operated by the District Council provides real benefits for those it serves. Whilst it is a discretionary scheme, we believe it is an excellent example of the Council's desire to support its older residents to be more independent. However, it needs to have its funding put on a more regular basis and should be publicised from time to time in The Forester.
6. The Concessionary Fares Scheme operated by the Council, both the County Wide Scheme and the scheme operated in association with Transport for London are greatly valued by those that use them. However, the changes to the Concessionary Fare Scheme proposed by Government should be kept under review in order to monitor::
 - any financial implications for the Council;
 - whether in the light of the changes proposed the separate scheme with Transport for London is still necessary.
7. That the Council sponsored Day Clubs for more housebound older people provided in association with Housing Services have provided a valuable and much appreciated service, but should be kept under review in the light of:
 - difficulties in recruiting volunteers to help run them;



- difficulties in providing transport to and from the Clubs;
 - failing attendances.
8. That whilst the Council has done a great deal to address equality issues within its Service provisions, there is still a great deal more which needs to be done. In particular we recognised the resource issues within Service Areas generally and that a specialist consultant has been employed to help produce the Disability Equality Scheme. This work needs to be brought to a conclusion and the scheme published without further delay.



6. Acknowledgements

The Panel would like to thank the following for their help with this review:

Voluntary Action Epping Forest (VAEF)
Joint Management Team for Older Peoples Services
Older People's Action Group (OPAG)
Residents at the Sheltered Housing Schemes
R Wilson – Housing Services - EFDC
L Swan – Caring and Repairing in Epping Forest – EFDC
B Palmer and B Moldon – Finance – EFDC
Staff from EFDC Services for Information about Services provided to the public



7. Appendices

Services for Older People and Disabled People

Name of scheme or type of service	Short Description	Target age group	Eligibility requirements (if any)	No of users	Annual cost or budget (if known)	Comments – issues of concern – future developments
Housing Benefit and Council Tax Benefit	Help towards rent and council tax payments for those on a low income	Financial situation is the key factor. The availability of the schemes is not dependent on age.	Within the terms of the National schemes	As at May 06, there were 8056 claimants, of which 4272 were aged over 60 yrs. It is not known how many claimants of working age are disabled as such information is not held.	Total annual cost of scheme - £30,000,000	It is not possible to identify the budget solely for the cost of elderly and disabled claimants. Annual cost of scheme is mainly funded by central government.
Discretionary Housing Payments	Additional help towards rent and council tax for those receiving Housing Benefit and/or Council Tax Benefit.	Financial and household situations are the key factors. The availability of the scheme is not dependent on age.	Within the terms of the National scheme, and subject to an annual cash limit, eligibility is in cases where additional help with housing costs is needed.	Total of 27 in 2005/06, which includes elderly and disabled claimants.	Total annual cost in 2005/06 - £12,500	It is not possible to identify the budget solely for the cost of elderly and disabled claimants. Annual cost of scheme is funded by central government.
Rail Cards	Concessions on rail travel.	Older people	Aged over 60	150	£3,000	
Transport for London	Allows free travel on certain TfL busses, but requires purchase of a pass.	Older and disabled people	Aged over 60 or disabled	360	£80,000	
Name of scheme	Short Description	Target age group	Eligibility	No of users	Annual cost or	Comments –



or type of service			requirements (if any)		budget (if known)	issues of concern – future developments
Essex Travel Scheme	Allows free travel on bus services that start or finish in Essex.	Older and disabled people	Aged over 60 or disabled	8,300	£840,000	From 2008 the scheme is being expanded to allow free travel on all local bus services. How this will be managed or paid for is still to be determined.
Council Tax Disabled Reduction Scheme	Reduction of one band for qualifying properties	Any age	Determined by legislation	287	£72,000*	
Council Tax Severely Mentally Impaired Persons Discount	25% discount for qualifying individuals	Over 18	As above	93	£30,000*	
Council Tax Severely Mentally Impaired Exemption	Exempt from Council Tax where all residents are severely mentally impaired	Over 18	As above	55	£67,000*	
Council Tax Single Resident Discount	25% discount	Over 18	Only person over 18 resident	16,690**	£5,537,000*	

* The figures shown are the amount of discount awarded and are not a direct cost to the Council.

** This figure covers all types of application. It is not possible to break these down into those who are older people or disabled.



Services Via Grant Aid Scheme

Name of scheme or type of service	Short descriptions	Target age group	Eligibility requirements (if any)	No. Of users	Annual Cost of budget (if known)	Comments – issues of concern – future developments
CARE	Care and Repair in Epping Forest. General support for the elderly and others	Any	Depends upon the service	250 a year	£38,000 (net cost)	Introduction of new Housing Assistance Policy will increase numbers of younger 'vulnerable' grants
Handy Persons Scheme	Small repairs and * prevention work	Mainly over 60 but can do any age group	Work costing under £150 free to people on Means Tested Benefits	350 a year	£10,000 (budget for work)	Introduction of <ul style="list-style-type: none"> Contributions Scheme being considered There has been no budgetary increase for several years The question is often raised as to why the scheme cannot be extended to Council Tenants
Disabled Facilities Grant	Grants for home owners or private tenants. Fee to provide essential facilities or access to essential facilities.	Any	Means tested work under £25,000. Referral from OT required.	About 60 a year	£500,000	Increasing demand. Impacting on staffing resources.
Renovation Grants	Grants for properties that are "unfit for human habitation".	Over 60. Property has to be "unfit".	Means tested, work under £20,000	5-10 normally	£100,000 annually	Currently being reviewed to be replaced in Private Sector Housing Assistance Policy 2006.



Disabled Parking Bays	Bays for reserved parking	Now effectively with ECC – although we can “sponsor”				Traffic Regulation Order takes several months to process. High workload for little return.
Concession for pest Control	No cost for certain services		Over 60 years of age		259 charged visits – Cost = £4,753	
Provision of footway crossovers	Where disabled meet criteria a crossover may be provided	As for disabled bays				Demand usually exceeded
Home repair assistance	Small grants to carry out essential repairs for home owners and private tenants	Over 60 and on a Means Tested Benefit	80 a year		£100,000 a year	See Renovation Grants above
Pest Control	50% concessions for treatment of mice, wasps, fleas, ants, carpet beetles, bed bugs (Environmental Health)	Any age concessions for elderly (OAP's)	To be advised		Total PC budget £28,000. £56,000 tender sum	Increase in costs for next year – may need to consider other provision of service.
Home and Work Safety	Electric blanket testing. Kitchen safety etc.	Any but targeted at the elderly	None	?	£500	None



Name of scheme or type of service	Short descriptions	Target age group	Eligibility requirements (if any)	No. Of users	Annual Cost of budget (if known)	Comments – issues of concern – future developments
Canal Boat Project	Short 'breaks' for disabled	All	Disabled	2000 + - 300 from EFDC		Based in Harlow but covers areas surrounding i.e. East Herts/EFDC
Chigwell Disabled Group	Activities and Club for disabled	All	Disabled	Approx 400	£17,000 (2003) Dependent upon grants received	
Parkinson's Disease Society	Clubs for those suffering with Parkinson's	Retired 50-90 years of age	75% are disabled through illness	150 – 40 in EFDC	Self funding and dependent upon grants received	Based in Harlow but cover surrounding areas in East Herts. Works with "Crossroads".
Crossroads	Assists carers in employment, having responsibility for adult or child with special needs.	All	Assists carers in employment, having responsibility for adult or child with special needs.	27 Private Clients. Approx 1400 hours caring to 1600 clients	£231,581	
Waltham Abbey Day Centre	Club for the Elderly	62-94 years of age	Retired			Much valued clubs in WA who are always seeking more funding. ECC funding not always forthcoming.
Traps Hill Club	Club for the Elderly	Retired 55-95 years of age		50-60	Dependent upon finances	
Loughton Bereavement Society	Support for the bereaved	50+		60 approx annually	Dependent upon finances	



Loughton Voluntary Care	Assists elderly with home help, shopping, hospital, medical/dentists appoints. Prescription and pension collecting.	Retired/disabled	Residents of Loughton	280	£12,000 approximately	
Ongar Voluntary Care	Assists the elderly etc. Same as Loughton Voluntary Care	Retired/disabled	Residents of Ongar	621	£4,000	In 2005-06 6215 hours of volunteers time given to OVC.



Via VAEF via Grant Aid Scheme (and others)

Name of scheme or type of service	Short descriptions	Target age group	Eligibility requirements (if any)	No. of users	Annual Cost of budget (if known)	Comments – issues of concern – future developments
Home Check Safety Scheme	Ensures home is safe with handrails etc.	Over 60's	Over 60's. All retired	Potentially 26,466	£23,081 2005/06	Operates in conjunction with ECC. Social Care Services and EFPCT
Community Transport	Provides transport for disabled and pensioners and special needs		"Member" requirement or via Group	18,000 approx annually and rising annually.	£133,750 2005/06	1749 members for Social Car and "Dial-a-Ride" Schemes
Mow and Grow	Gardening Scheme	Over 60's and disabled		137	£29,179 2005/06	April to October operation only
Carers Support and Development	Support for those looking after elderly and disabled			255 carers and families	£60,836 2005/06	
Seated Exercise Scheme	Exercise for elderly and disabled	Over 60's		10 classes each year. 10 attend each class on average	£12,000 2005/06	
Volunteers Plus	Mental health problems – but able to work at menial tasks	All	None		£16,814 2005/06	



Services For People With Disabilities Epping Forest Arts

Name of scheme or type of service: Arts Alert Initiative

Short Description: The "Arts Alert" Initiative focuses specifically on offering high quality intensive arts experiences for people with disabilities. Projects are led by professional artist (both Epping Forest Artists and other freelance artists / companies) and are over an intensive period where the participants can gain understanding and skills in both performance and visual arts.

The most recent project "Take A Breath" was a dance, music and film performance project with Oak View School pupils and students from Epping Forest College Inclusive Learning Unit. During workshops the concept of "breath" was explored through movement, visual images and sounds. The Oak View School pupils film and sound contributions were recorded whilst the Inclusive Learning students responded to this work through live dance. The final performance then took place in Epping Forest College theatre.

Groups we have worked with are:

Wells Park School, Chigwell
Epping Forest College, Learning Support Unit
Oak View School, Loughton
Loughton Resource Centre
Theatre Resources, Ongar
Youth Plus, Ongar

Target Age Group: N / A

Eligibility Requirements: N / A

No. of users: 25 "Take A Breath" project only

Annual Cost or Budget: "Take A Breath" Project only
April 2005 – March 2006 & April 2006 – March 2007:

Professional Artists Fees: £1,650.00 (05 – 06)
£900.00 (06 – 07)

(NB: This does not include Epping Forest Arts artist time, planning, development and delivery)

Workshop / Venue Hire: £59.13 (06 – 07)

Equipment / Materials /



Musical Instruments etc:	£349.90 (05 – 06) £373.48 (06 – 07)
TOTAL EXPENDITURE:	£3,332.51 (05 – 07)
Participant Fee's:	£300.00 (£100.00 Oak View School contribution £200.00 EFC Learning Support contribution)
TOTAL INCOME:	£300.00

Comments – issues of concern

Future developments: "Workshop providers were extremely sensitive to the needs of our pupils and creative in their response to provide solutions to providing appropriate workshop activities... [We need] more projects which focus on activity so that students can engage with providers. Thanks, a superb collaboration"

(Steve Armstrong, Head Teacher at Oak View School)

Concerns: A similar story to the SERVICES FOR THE ELDERLY - it is the lack of secure funding that prevents this initiative from being more strategic in its development. With more funding there is the potential to nurture relationships and administer long-term arts provision for people with disabilities.



Services For The Elderly Epping Forest Arts

Name of scheme or type of service: A Sense of Place Initiative:

Short Description: The Epping Forest Arts "A Sense of Place" Initiative aims to be a model of good working practice within the context of residential care, sheltered housing, day centres and arts activities for older people. Following an intensive period with two sheltered housing schemes exploring dance, film and photography resulting in two exhibitions, a programme of individual workshops has been developed in order to underpin the initiative. This programme provides a concrete foundation and connection with older people from which more intensive project may spring. The individual workshops have involved working with professional artists and companies in dance, visual arts, film and music.

Residential Homes / Sheltered Housing Schemes / Others involved:
Anita Nisbet, Scheme Manager and residents at Parsonage Court, Loughton
Lyn Goodey, Scheme Manager and residents at Jubilee Court, Waltham Abbey
Kath Shelton, Scheme Manager and residents at Leonard Davis House, North Weald
Rosemary Ward, Scheme Manager and residents at Pelley Court, Epping
Alex Cramp, Scheme Manager and residents at Chapel Road, Epping
June O'Brien, Project Organiser, Senior Citizens Evergreen Club, Epping
Sarah Smith, Scheme Manager, Honey Tree Court, Loughton
Linda Tona, Arts Co-ordinator, Sherrell House, Chigwell
Gloria Fry, Social Services, Loughton
Denise Pegler, Special Needs Manager, Parsonage Court, Loughton

Target Age Group: Any

Eligibility Requirements: N / A

No. of users: Approx. 65

Annual Costs or Budget: April 2005 – June 2006:

Professional Artist / Company Fees:	£975.00
(NB: This does not include Epping Forest Arts artists time, planning, development and teaching)	
Workshop / Venue Hire:	£220.64
Transport & Mileage costs:	£255.00
Refreshments:	£50.00



TOTAL EXPENDITURE: £1,500.64

TOTAL INCOME: £66.00

(NB: All individual workshops are free of charge with the exception of the Summer Celebration with The Jiving Lindy Hoppers - £1.50 per person)

Comments – issues of concern

Future developments:

"I really enjoyed it – I'm glad I came."

"Meeting new people and playing music."

"I felt stimulated and interested."

"Very nice afternoon – O to be young again!"

"Completely included – very very good."

"Simply fantastic!"

"Enjoyed every minute of it."

"Great – sorry when it ended."

"Excellent entertainment – please can we have some more?!"

"Delighted; inspired."

"I felt invigorated. Took me back to my youth. Great performers and great to participate too."

(A collection of quotes taken from evaluation forms completed by participants)



Services For The Elderly Sports Development

Name of scheme or type of Service: New Horizons 50+ Scheme

Short Description: This well-established programme now in its 22nd year attracts an attendance in excess of 2000 Users per week to participate in a range of activities from bowls to badminton throughout the District each week. With an aging population in the District this is part of Leisure Services commitment to positive “active aging” initiatives. The New Horizon programme not only allows people to improve their health and fitness but also to socialise, thus alleviating the social exclusion many single elderly people encounter. In addition to Activity Sessions an extensive programme of trips to cultural, historic and entertainment venues is provided as part of New Horizons.

Target Age Group: 50 years +

Eligibility Requirements: As above

No. of Users: 2,000 per week

Annual Cost of Budget: £13,050 : 00 per annum net expenditure

Comments/Future Developments: Please see attached Booklet for complete programme



SERVICES FOR THE ELDERLY

SPORTS DEVELOPMENT

Name of Scheme or type of Service:	Epping Forest Seated Exercise Programme
Short Description:	This programme delivered by Leisure Services Staff in conjunction with the Epping Forest CVS and PCT is designed to help prevent the Elderly from falls and combat osteoporosis. Taking place in Sheltered Housing settings, Elderly Residents participate in a session of seated exercise, which builds strength and improves coordination and balance (as well as being enjoyable). Evaluation has indicated that this is an effective means of reducing the incidents of falls.
Target Age Group:	50+ although the majority of participants are significantly older.
No of Users:	80 people per week
Annual Cost or Budget:	£5,000 Grant from Essex County Council
Comments/Future Developments:	CVS/ PCT Funding expired in 2005/6. Concerns about continuation of Scheme after this financial year.



SERVICES FOR THE ELDERLY

SPORTS DEVELOPMENT

Name of Scheme or Type of Service: Life Walks

Short Description

Life Walks is the Walking for Health Scheme organised by Epping Forest District Council Leisure Services. Local Doctors and Hospitals, and the Epping Forest Primary Care Trust approve life Walks. Established some three years ago as part of the National Campaign “Walking The Way to Health”, promoted by the Countryside Agency and the British Heart Foundation, Life Walks now offers a choice of Group Walks led by specially trained staff across the Epping Forest District. Although the walks are open to all, the majority of participants are elderly people recovering from ill health referred by their General Practitioner or Practice Nurse.

Target Age Group: Open to all, mainly 50+

Eligibility Requirements: 16+ may need Doctor’s approval

No. of Users: 200 per week

Annual Cost or Budget: Approximately (£30,000 per annum) Financial support received through Sport England, Active Communities Fund.

Comments/Future Developments: See attached Booklet for complete programme



SERVICES FOR PEOPLE WITH DISABILITIES

SPORTS DEVELOPMENT

Name of scheme or type of service: Sportability Club

Short Description: The District's Sportability Club is a new initiative that provides opportunities for children with learning and physical disabilities to take part in a wide range of sports activities and events. It is a joint venture provided by West Essex Schools Partnership (Based at Davenant Foundation School) and the Council. The programme operates at Oakview School, Loughton and Waltham Abbey Swimming Pool, on Saturdays during term-time and a programme of special events takes place during holiday periods.

Target Age Group: 5 – 18 years

Eligibility Requirements: Open to all young people with special needs.

No. of Users: 30 per week

Cost of Budget: This programme has also received financial support Children's Fund Essex. Only Officer time, Sports Partnership meets cost of coaching and venues. All activities are provided Free of Charge and transport is also offered to those who have particular access issues.

Comments/ Future Developments: Hope to build on numbers participating. It is planned to introduce a new trampolining programme for children with disabilities



SERVICES FOR PEOPLE WITH DISABILITIES

SPORTS DEVELOPMENT

Name of scheme or type of service: Provision for Children with Dyspraxia

Short Description: In conjunction with Epping Forest PCT Children's Occupational Therapy Team, Sports Development delivers 10 week co-ordination and core skills treatment programme for children with dyspraxia. The programmes are designed to help these children who have problems with co-ordination, balance and movement. On completion of a 10-week course, children are invited to attend a regular weekly multi-sports club, or a range of other opportunities depending on their level of improvement, with the aim of full integration within mainstream activity.

Target Age Group: Courses are available to children aged 6 – 9 years and 10 – 12 years

Eligibility Requirements: Children are nominated by the Children's Occupational Therapy Team.

No of Users: 30 Users per week

Annual Costs or Budgets: This programme is externally funded through support from Children's Fund Essex 2006/07. Total funding of £27,000 over three years to be received.

Comments /Future Developments: Consideration will need to be given in eighteen months time to future funding.



Services For The Elderly And People With Disabilities District Museum Service

Name of scheme or type of service:	Epping Forest District Museum Service
Short Description:	<p>The Epping Forest District Museum Service catalogues and interprets the social history of the District through its collection and programme of outreach work. Older social groups are a key market for the annual programme of talks and lectures delivered by the Museum staff. The museum service has also developed three reminiscent boxes, which can be borrowed by care homes and elderly groups. The recent “Changing Perceptions” Oral History Project, largely focused on engagement with older citizens to record their stories of life in the District. Over the three-year project 272 interviews were recorded for the Museum Archive.</p> <p>The Museum has installed, with the support of external funding, a publically accessible Broadband Terminal which is equipped with magnification, speech and Braille software. This assists physically disabled customers to access the collection electronically as physical access to the Museum itself is limited. The Museum is in the process of commissioning its first Contour Painting for the visually impaired, from the “Living Paintings Trust”.</p>
Target Age Group:	The Museum provides services for all ages and abilities.
Eligibility Requirements:	For those services where charges are made i.e. organised talks and tours, non resident groups pay a premium.
No of Users:	Approximately 30,000 elderly visitors per annum
Annual Costs or Budgets:	Oral History Project and Access Terminal funded by Heritage Lottery Fund. Annual Revenue Budget for Museum.
Comments /Future Developments:	£53,000 Capital Improvements to Lower Galleries in this financial year. £10,000 DDF for new Community Outreach Display Project.



Services For The Elderly And People With Disabilities - Leisure Centres

Name of scheme or type of service:	The District Council's five Leisure Centres and Swimming Pools
Short Description:	The District Council provides five Leisure Facilities in the District i.e. Loughton Leisure Centre, Epping Sports Centre, Waltham Abbey Swimming Pool, Ongar Leisure Centre, (all managed by the Council's external Leisure Management Contractor) and the Dual Use Centre at Waltham Abbey Sports Centre. All facilities provide sports opportunities for the elderly and disabled. These range from hosting the New Horizons to Adult Only Swimming Sessions and the Disabled Swimming Clubs. Three of the Centres have an active GP Referral Scheme for those people recovering from cardiac or hypertensive disease as well as stress, anxiety and obesity. Hydrotherapy sessions take place at Loughton Leisure Centre and Waltham Abbey Swimming Pool.
Target Age Group:	The Centres offer facilities for people of all ages and abilities.
Eligibility Requirements:	Referral from GP or Practice Nurse for GP Referral Programme.
No of Users:	500,000+ elderly usage per annum
Annual Costs or Budgets:	Management Fee and Client Costs
Comments /Future Developments:	The Contract Specification safeguards use for elderly and disabled.



Social Clubs for Older People

Social Club	Day of Club	Number of Members	Number of Volunteers and Potential for Recruitment	Transport Arrangements
Buckhurst Court, Buckhurst Hill	Thursday	14	7 Volunteers. No potential for recruitment. VAEF have not put forward anyone and existing volunteers not aware of any interest.	Community Transport Scheme at a cost of £140 per month
Frank Bretton House, Ongar	Tuesday	10	6 Volunteers with 2 on stand-by	Taxis used with members and the Club paying half
Hyde Mead House, Nazeing	Thursday	12	8 Volunteers with 2 on standby	Taxis used and the Community Transport Scheme. Members relatives assist
Parsonage Court, Loughton	Wednesday	12	4 Volunteers. No potential for recruitment. VAEF have not put forward anyone and existing volunteers not aware of any interest	Taxis paid for by Club, volunteers also use their own vehicles
Robert Daniels Court Theydon Bois (Transferred to Warden Housing Association but still a member of the Day Club Committee)	Wednesday	13	6 Volunteers. Some potential for recruitment	Pool of drivers using their own vehicles