



BEDFORD
BOROUGH COUNCIL

Adult Social Care Services

**Information, Advice and
Advocacy Strategy**

2015-2018

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Introduction

This Information Advice and Advocacy Strategy for Adult Social Care Services will be delivered in line with the Strategic Action Plan on page 13. Over the four years of the strategy we will review the Strategic Action Plan annually to incorporate any changes to government policy and local priorities. We will also continue to invite feedback from local stakeholders. Bedford Borough Council (BBC) and Bedfordshire Clinical Commissioning Group (BCCG) will continue to strengthen our partnership to make best use of resources. This will include more joint commissioning, contracting, monitoring and reviewing arrangements.

Bedford Borough Council Vision

Our vision for adult social care is:

‘To provide excellent, safe, sound, supportive, cost effective, transformational services for the residents of Bedford Borough that promote independence, health, well-being and choice and are shaped by accurate assessment of community needs.’

The Council and CCG plan and deliver services in partnership with an emphasis on early intervention and prevention to help people live independently. Service users and carers are listened to and actively involved in planning and developing services. The Council and CCG are implementing a Health and Wellbeing strategy to promote healthy living and support all aspects of wellbeing. The Council and CCG are also fully committed to ensuring that people live at home, not in a home. Extra Care Housing is being built to help people do that. In partnership with Bedford Hospital we continue to develop services that prevent unnecessary admissions to the hospital and facilitate a safe and timely discharge for people who are ready to return home.

Delivery

Bedford Borough’s Sustainable Community Strategy (2009-2021) describes seven themes being delivered to improve people’s quality of life. One of the themes, ‘A Healthy Borough’, sets out this goal:

“A Borough where everybody has access to high quality health and social care services when they need them and the help they need to lead healthy and independent lives”

The Council and CCG cannot improve local health outcomes to the maximum without individuals also taking responsibility for their own health. We will continue to provide many people with targeted support, advice and information to help them make better choices for their health and wellbeing.

The Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework (Department of Health) specifies outcomes in four domains:

- Enhancing quality of life for people with care and support needs.
- Delaying and reducing the need for care and support.

- Ensuring that people have a positive experience of care and support
- Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm.

Chapter 1 Information, Advice and Advocacy in Services in Bedford Borough

Bedford Borough Profile

- 1.1 Bedford Borough covers an area of 476 sq. km and is home to 157,800 people living in approximately 64,000 households. Just under two-thirds live in the urban areas of Bedford and Kempston, with almost 36% in the surrounding rural areas. Significant new residential development is planned in the Borough with the population forecast to rise to more than 170,000 by 2021.
- 1.2 On most social and economic measures the Borough is broadly similar to national and East of England averages. However the most deprived areas of the Borough experience significantly lower life expectancy, with a difference of up to 11 years in life expectancy between the most deprived and least deprived areas.
- 1.3 Bedford is experiencing major growth in the numbers of older people. The ageing of the Borough's population will accelerate in future years with the 65+ and 80+ age groups both rising by nearly 30% between 2011 and 2021. The 85+ population will rise by almost 47% in that period which will represent a significant ageing of the Borough's population.
- 1.4 Bedford Borough has an ethnically diverse population and is home to people from an estimated 60 countries, including large Italian and Asian populations. Black and ethnic minority groups formed 28.5% of the Borough's population in 2011 compared to 20.2% nationally (or 13.9% if London Boroughs are excluded).
- 1.5 The BME population is concentrated in the urban areas, 58% of Queens Park and 44% of Cauldwell residents are from BME groups.
- 1.6 Population health in Bedford Borough is similar to the England average with an average life expectancy of 80.2 years. However, the urban areas of the Borough have a greater proportion of people suffering a limiting long term illness or disability. In deprived areas of Bedford town life expectancy is 11 years less for men and 5 years less for women.

What do we mean by information, advice and advocacy?

- 1.7 **Information** – the open and accessible supply of material deemed to be of interest to a particular population. This can be either passively or actively distributed.
- 1.8 **Advice** – offers guidance and direction on a particular course of action which needs to be undertaken in order to realise a need, access a service or realise individual entitlements.
- 1.9 **Advocacy** – the provision of support and encouragement or representation of individuals' views, needs or rights. It is fundamental that advocacy recognise the centrality of the service user. (*Margiotta et al, 2003: 9*)

The value of effective information and advice

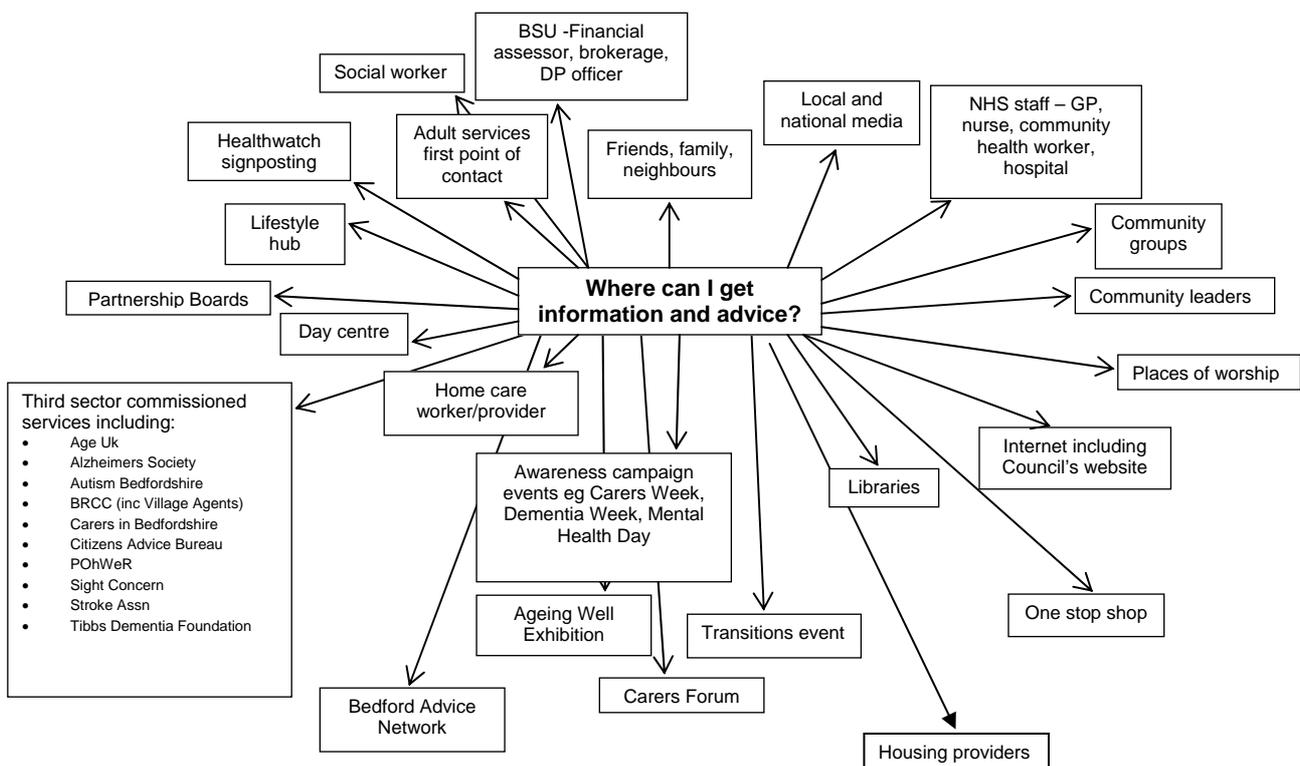
1.10 Effective information and advice are a critical part of the social care agenda: they empower individuals to understand and choose the services and support that are right for their circumstances and needs as well as playing a significant role in prevention, market facilitation and developing social capital. However well structured information and advice services can also be used effectively to bring about efficiency savings.

1.11 Effective information and advice services can

- help individuals understand their responsibilities and so live independently for longer by increasing take-up of universal services
- reduce 'inappropriate and avoidable contacts and reduce 'return' episodes
- provide increased access to lower level support preventing or delaying the need for higher cost intensive services
- provide information and support on low cost adaptations reducing accidents in the home
- produce efficiency savings by increasing competition in the market place
- provide valuable data on supply and demand for services to inform commissioning and strategic planning
- release care professionals so they can focus on critical complex needs rather than on providing information and advice

1.12 The diagram below demonstrates the range of ways that are used to obtain information and advice about social care services:

Sources of social care information and advice



Chapter 2 Current Context

Legal Basis

The Care Act 2014

2.1 The duty on Local Authorities to provide information, advice and advocacy is stipulated in the Care Act 2014. People increasingly expect to make decisions for themselves about the services they use and that good information is at the heart of good decision-making. It enables people to maintain control over their lives. The Act states that the local authorities need to ensure that information is provided so that the public can:

- Access services that help prevent their care needs from becoming more serious
- Access good information to help them make informed choices about their care and support
- Have a range of good care providers to choose from
- Know how to access independent financial advice
- Know how to raise concerns over the safety or wellbeing being of someone with care needs

National drivers

2.2 The Think Local Act Personal (TLAP) partnership has prioritised Information, Advice and Brokerage as a key area of work. People who use services, carers, representatives from local authorities and other information providers are part of a TLAP working group looking at:

- How people access care and support services and how information is used
- What councils need to consider when developing their information strategies
- Explaining the jargon that people who use services and their carers may encounter

2.3 TLAP have launched three resources to address these issues.

1. **Advice and information needs in adult social care** – an interactive map of typical journeys into social care. The map is supported by a report explaining what we know about the problems experienced in getting the right information and advice at each stage.
2. **Principles for the provision of information and advice** – sets out the main issues that councils need to consider when developing a comprehensive and coherent local carer and support information and advice strategy.
3. **Social care jargon buster** – a plain English guide to the most commonly used social care words and phrases and what they mean. It is an online resource available at www.thinklocalactpersonal.org.uk/Browse/Informationandadvice/CareandSupportJargonBuster/

This strategy draws on the best practice identified by the mapping and principles.

Local Drivers

- 2.4 People in the Borough frequently raise the issue of being able to find good information, advice and guidance.
- 2.5 Providing improved information that informs, assists and supports individuals to access universal and specialist services and enables them to participate in their communities is therefore a 'must do'.
- 2.6 When there is a lack of clear information about care services, individuals can easily become disempowered. The need for clear information also applies to universal services like adult education, leisure opportunities, benefits, and transport as well as specialist services such as social care and health services.

Current Information and Advice Provision

Information Leaflets

- 2.7 Forty one Bedford Borough Council leaflets and factsheets are available at the Borough Hall reception and other suitable premises in the community including libraries and Bedford Hospital. The leaflets are also available on the Council website and can be provided in a range of languages and formats on request. NHS information and advice is also available on the Bedfordshire Clinical Commissioning Group website. It includes useful information and contact numbers for carers support services.

Directory of Services (Adult)

- 2.8 The Directory of Services provides a comprehensive listing of services available for adults living in Bedford Borough. The Directory is available to download from the Bedford Borough Council website.

Bedfordshire and Luton Care Directory

- 2.9 This Directory provides information on all available care options and includes comprehensive listings of care providers for care in your own home or residential care.

Personalised Support Services Approved Provider Directory

- 2.10 A number of providers have been approved to provide Personalised Support Services. These range from helping to recruit and employ a Personal Assistant and managing payroll services through to helping identify opportunities to participate in the local community.
- 2.11 An online directory has been produced to show people what services are offered by each provider and the costs. All the information is available to download so social workers can provide the information in hard copy for those unable to access online.

Bedford Borough Council Website

2.12 The home page of the health and social care section of Bedford Borough Council website has been revised to reflect the information that visitors to the site are looking for and make it easier to find. There are four new headings relating to adult services:

- Adults and older people
- Help to stay at home
- Carers
- Disability and health

Each page has links to relevant information and advice.

Adult Social Care Online Self Assessments

2.13 Adult Social Care Services have made the following online forms available for people who prefer to make initial contact online:

- General enquiry
- Self assessment
- Carers self assessment

Complex Benefits Advice and Welfare Rights Service

2.14 Bedford Citizens Advice Bureau (CAB) is commissioned by the Council to deliver the complex benefits advice and welfare rights service for adult social care users and their carers, people who use mental health services and people who use children's services.

Media and Awareness Raising Campaigns

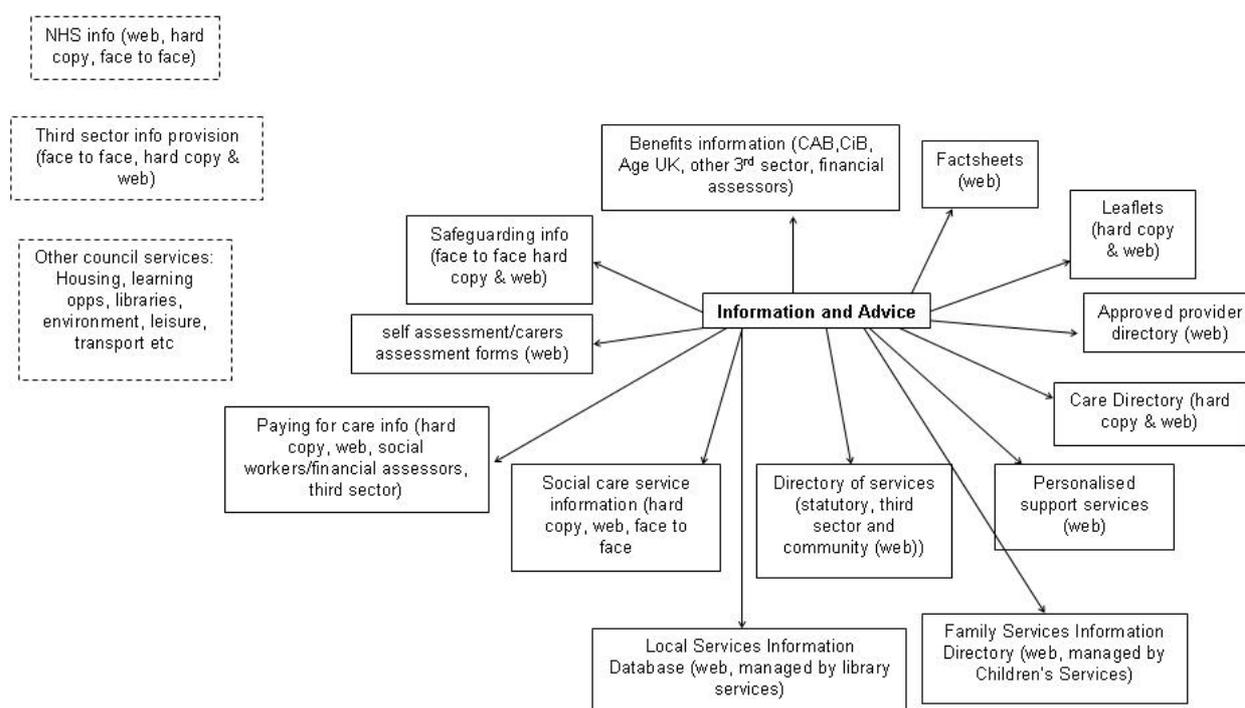
2.15 We use national campaign weeks to raise awareness of services, information and advice that are available to people to access. Examples of these are events arranged to coincide with Carers Week, Dementia Awareness Week, National Aids Day, Stroke Awareness and Dignity Action Day

2.16 An annual ageing well exhibition takes place which is an opportunity for older people in Bedford Borough to find out what services and opportunities are available to them. Typically around 45 organisations and services attend the exhibition. They provide information on what support there is to enable people to remain independent and make choices about what services to access.

2.17 Safe, healthy and well - a one-stop information leaflet which brings together existing services offered by Bedford Borough Council, and other organisations to help residents of Bedford Borough keep safe, healthy and well during the winter months – See Appendix 1.

2.18 The diagram below illustrates some of the current information and advice resources available. It is not exhaustive and most organisations offer more than one type of advice:

What information and advice have we got?



Advocacy

- 2.19 For many people, their first contact with a local authority service will be at a time of stress or crisis. Advocacy services (where an advocate communicates and supports the service user's wishes) are invaluable at this time. Advocacy supports people in making their own decisions and ensures that their views are properly represented.
- 2.20 The Local Authority has a duty to arrange an independent advocate to facilitate the involvement of an individual in their assessment, preparation of their care and support plan, review of their care plan and safeguarding if:
- They have substantial difficulty in being fully involved in these processes
 - There is no one appropriate available to support and represent their wishes
- 2.21 POhWER are the commissioned provider of advocacy services within Bedford Borough and provide the following services:

Community Advocacy - supporting people who are vulnerable, isolated and in need of support to get their voice heard. The services are available to anyone aged 18 and over who lives in Bedford Borough.

Independent Mental Advocacy - supporting people who are detained under the Mental Health Act to understand their rights and options available for them.

Independent Complaints Advocacy - supporting people who wish to express concerns about their health care.

Independent Mental Capacity Advocacy - supporting people who lack mental capacity to still have their views represented.

Deprivation of Liberty Safeguards – supporting people to protect their human rights when they are being deprived of their liberty.

Service User Engagement - Working with groups of people in the community to make sure that people are involved in decisions about:

- their own treatment, care and support
- services changes
- strategy, policy and planning.

Third Sector Provision

2.22 Local third sector organisations play a key role in providing information, advice and advocacy services. Some of this is commissioned by the Council and some is funded from other sources. Information and advice is available on a whole range of topics including benefits; finance; health and wellbeing; help to stay living at home and housing. Some key local providers of information, advice and/or advocacy services are:

- Age UK Bedfordshire, Tel: 01234 360510
- Alzheimer's Society, Tel: 01234 327380
- Carers in Bedfordshire, Tel: 0300 111 1919
- Citizens Advice Bureau - Bedford and District, admin@bedfordcab.org.uk
- Healthwatch Bedford Borough Signposting Service, Tel: 01234 866477
- MIND BLMK, Tel: 0300 330 0648
- Just Ask - Village Agents, Tel: 0800 039 1234 (Freephone)
- POHWER Advocacy Services, Tel: 0300 456 2362 (Information & Advice Centre)

2.23 Appendix 2 provides a summary of information and advice provision by a number of third sector providers who responded to a request for their current position during November 2014. It also highlights current gaps in provision that they have identified.

Bedford Advice Network (BAN)

2.24 This project was set up in 2013 to transform the nature of free advice services in Bedford Borough with funding from the Big Lottery Fund in conjunction with the Cabinet Office.

2.25 The Network is made up of 7 existing agencies providing advice and support services within Bedford Borough. These agencies work closely together to provide better access and a more consistent service to the people of Bedford Borough. They are committed to enhancing front line services through their working arrangements.

2.26 Services developed and provided by the Network are:

- a common referral and triage process between the partners which can assess, inform, signpost and refer to any agency within the Network
- educational workshops to upskill people on a range of topics including basic money management and budgeting, pre-tenancy advice and pre-retirement seminars.

- a physical advice hub in the existing CAB building at 7a St Paul's Square, where multiple services are provided and can be easily accessed
- a web portal which links to the partner websites and the national Citizens Advice 'Advice Guide' website. It can also be used to get information or self-refer into the Network

2.27 The seven partners are:

- Bedford CAB
- Age UK Bedfordshire
- Bedfordshire Refugee and Asylum Seekers Support
- Bedfordshire Rural Communities Charity
- The Disability Resource Centre
- Polish British Integration Centre
- Bedfordshire Pilgrims Housing Association

Chapter 3 Strategic Priorities for Information, Advice and Advocacy

Strategic Priority 1: Provide information on the range and type of care and support services available

- 3.1 A range of leaflets, directories and online information is available on Adult Social Care Services and local NHS provision. Information can be made available in other formats such as large print, Braille and alternative languages on request.
- 3.2 We will:
- Ensure leaflets, directories and online information about the range and type of care and support available are updated as necessary
 - Involve service users and carers in the production of information and advice
 - Ensure information is widely available.
 - Work with third sector providers to ensure a wide range of information, advice and advocacy services are available.

Strategic Priority 2: Provide information on how to access services

- 3.3 Information on how to access Adult Social Care Services and the eligibility criteria to receive services is provided in a range of leaflets, directories and online. Online self assessment forms are also available for individuals who prefer to make the first contact online.
- 3.4 We will:
- Ensure leaflets, directories and online information about accessing services are updated as necessary
 - Involve service users and carers in the production of information and advice
 - Ensure information is widely available.
 - Work with third sector providers to ensure a wide range of information, advice and advocacy services are available.

Strategic Priority 3: Provide information on where to obtain independent financial advice

- 3.5 The Care Act sets legal duties on the local authority to direct local people to information to help them financially plan for the possibility that they or a family member may need care. Detailed guidance is not yet available but it is expected that local authorities will be required to refer people to sources of independent financial advice. Local authorities will need to be involved with raising the profile of paying for care so that people are aware that they or their family will need to pay for care should they ever need it.
- 3.6 We will:
- Identify local providers of independent financial advice
 - Develop a mechanism to signpost people to independent financial advice.
 - Raise awareness of paying for care and the financial advice available

Strategic Priority 4: Provide information on how to raise concerns about the safety and wellbeing of someone who has care and support needs

- 3.7 The Safeguarding Adults Board for Bedford Borough and Central Bedfordshire is a partnership between agencies to safeguard adults and older people at risk from all forms of abuse, maltreatment and neglect and prevent avoidable harm. The partnership strives to promote dignity in care and ensure that all services working in the area or funded by one of the councils or NHS to live in other areas are safe, sound, supportive and effective.
- 3.8 A safeguarding adults leaflet and handbook has been produced by the Bedford Borough and Central Bedfordshire multi-agency Safeguarding Adults Board. The organisations which make up the Board can provide support and put in measures to protect those who have been abused. However abuse can be hidden and go unreported. It is important to recognise the signs of abuse and also to know who can help if you suspect it is happening.
- 3.9 Safeguarding information and contact details has also been provided on a large directional maps in Bedford Hospital
- 3.10 We will:
- Ensure leaflets, directories and online information about safeguarding adults and older people are updated as necessary
 - Involve service users and carers in the production of information and advice
 - Ensure social care and health staff have access to current safeguarding information to pass on to service users and carers
 - Promote availability of information for safeguarding adults and older people with partner organisations and citizens of Bedford Borough

Strategic Priority 5: Ensure access to advocacy when people need it

The Local Authority has a duty to arrange an independent advocate to facilitate the involvement of an individual in their assessment, preparation of their care and support plan and review of their care plan if:

- They have substantial difficulty in being fully involved in these processes
- There is no one appropriate available to support and represent their wishes

We will:

- Promote and raise awareness of local advocacy services
- Ensure there is a mechanism to refer people for advocacy support during the assessment, care planning and review and safeguarding to enable them to be fully involved in the process
- Commission and monitor advocacy provision within Bedford Borough

This is the Information, Advice and Advocacy Strategy Strategic Action Plan. It is reviewed annually to incorporate any changes to government policy and local priorities.

Information, Advice and Advocacy Strategy Strategic Action Plan

Strategic Priority 1: Provide information on the range and type of care and support services available Strategic Priority 2: Provide information on the process for accessing these services	Objectives	Due date	Responsible	Progress
1. Ensure leaflets, directories and online information about the range and type of care and support available and how to access it are updated as necessary	1. Identify 'owners' with lead responsibility for each information resource. 2. Leaflets and directories to be written in an easy to understand, jargon free format with clear contact details for further information. 3. Annual review of all published information to ensure it is accurate and up to date. 4. Develop new information as required to reflect service changes and/or new legal requirements. 5. Website to be updated as and when necessary to ensure information is as current as possible.	July 2014 Continuous Continuous As required As required	George Hunt Owners Owners Owners Gillian Abbott	Lead officers for each leaflet have been identified. 5 leaflets have been rewritten as factsheets. Online Directory of Services being updated Feb/Mar 15.
2. Involve service users and carers in the production of information and advice	1. Consult service users and carers through Partnership Boards and User and Carer Groups. 2. Feedback from user and carer surveys and third sector monitoring on the usefulness of information provided.	As required December 2014	Chairs of Boards Gillian Abbott	
3. Ensure information is	1. Social care staff to be regularly informed	6 monthly	Gillian Abbott	Staff bulletins

widely available.	<p>about current information that is available</p> <ol style="list-style-type: none"> 2. Printed information to be available in council buildings for people to access 3. Online information available through Bedford Borough Health and Social Care webpages 4. Ensure information about social care services is available at awareness raising events and campaigns. For example Ageing Well Exhibition, Dementia Awareness Week, Carers Week 	<p>Monthly check</p> <p>Continuous</p> <p>As required</p>	<p>Owners</p> <p>Gillian Abbott</p> <p>Gillian Abbott</p>	<p>have been circulated on:</p> <ul style="list-style-type: none"> • Medication prompts • Wheels in motion
4. Work with third sector providers to ensure a wide range of information, advice and advocacy services are available.	1. Through contract monitoring identify the range and quality of information, advice and advocacy being provided.	September 2014	Marek Zamborsky Roslyn Harding Gillian Abbott	See Appendix 2 for Third Sector provision

Strategic Priority 3: Provide information on where to obtain independent financial advice	Objectives	Due date	Responsible	
	1. Identify local providers of independent financial advice	June 2015	George Hunt	
	2. Develop a mechanism to signpost people for independent financial advice.	June 2015	George Hunt	
	3. Raise awareness of paying for care and the financial advice available	October 2015	George Hunt	

Strategic Priority 4: Provide information on how to raise concerns about the safety and wellbeing of someone who has care and support needs	Objectives	Due date	Responsible	

1. Ensure leaflets, directories and online information about safeguarding adults and older people are updated as necessary.	1. Website to be updated as and when necessary to ensure information is as current as possible.	As required	Viv Reynolds Gillian Abbott	
2. Ensure social care and health staff have access to current safeguarding information to pass on to service users and carers	1. Social care and health staff to be kept up to date with latest safeguarding information. 2. Provider organisations to be kept up to date with latest safeguarding information.	6 monthly 6 monthly	Viv Reynolds Gillian Abbott	
3. Promote availability of information for safeguarding adults and older people with partner organisations and citizens of Bedford Borough	1. Printed information to be available in council buildings for people to access 2. Online information available through Bedford Borough Health and Social Care webpages and the Bedford Borough Partnership website 3. Information resources to be made available to partner organisations to use and distribute 4. Ensure information about safeguarding adults is available at awareness raising events and campaigns. For example Ageing Well Exhibition, Dementia Awareness Week, Carers Week	Monthly check Continuous As required As required	Viv Reynolds Gillian Abbott Gillian Abbott Gillian Abbott Viv Reynolds	

Strategic Priority 5: Ensure access to advocacy when people need it	Objectives	Due date	Responsible	
1. Promote and raise awareness of advocacy services	1. Advocacy provider to develop and maintain printed and online information about their services 2. Bedford Borough Health and Social Care webpages to promote advocacy services 3. Social care and health staff to be aware of	Ongoing Ongoing As required	Advocacy provider Gillian Abbott Gillian Abbott	

	<p>available advocacy services and promote to individuals they are working with.</p> <p>4. Ensure information about advocacy is available at awareness raising events and campaigns. For example Ageing Well Exhibition, Dementia Awareness Week, Carers Week</p>	As required	Advocacy provider Gillian Abbott	
2. Ensure there is a mechanism to refer people for advocacy support during the assessment, care planning and review and safeguarding to enable them to be fully involved in the process	1. Develop a mechanism to refer people for advocacy support	April 2015	Jodi Simpson	
3. Commission and monitor advocacy provision	<p>1. Advocacy contract to be retendered during 2015/16</p> <p>2. New service specification and outcomes to be developed</p> <p>3. Regular monitoring of service to ensure it is meeting people's needs and providing an effective service</p>	<p>April 2016</p> <p>Quarterly</p>	Commissioning Officer	



Safe, Healthy & Well

A Bedford Borough one-stop information leaflet which brings together existing services offered by Bedford Borough Council, and other organisations that can help residents keep safe, healthy and well.



Introduction

This leaflet provides tips on keeping warm, and information on where to find advice and support to help you keep safe, healthy and well.

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Keep warm with these top tips:

Reduce Your Energy Bills:

- **Check** with your current energy supplier to see if you are on the best tariff and payment method for your circumstances, or if they can offer you any discounts to cut your bills.
- **Switch** your tariff or energy supplier if you are able to get a better deal. Try using an energy price comparison service.
- **Save** on your energy bills by reducing wasted energy: close your curtains at dusk to stop heat escaping through the windows and avoid leaving appliances such as TVs on standby.
- **Insulate** your loft, to the recommended depth of 270mm (10 inches) to reduce heat loss. Insulating the cavity walls of your home will also keep the heat in and reduce your energy bill.

Keeping Warm:

- Try to keep the temperature of your living room at the recommended temperature of 70°F / 21°C and the rest of the house heated to at least 64°F / 18°C.
- Make sure that you have some warm slippers or shoes that have a good grip. Try to keep your feet up as the air is cooler at ground level.
- Put on several warm, light layers of clothing which will keep you warmer than one thick layer. Have hot drinks, use a hot water bottle and if you're sitting down, put a blanket over you.
- Keep moving, avoid sitting down for long periods as muscles become stiff and slow when they are cold. Even housework will generate body heat and help to keep you warm.



Energy Efficiency and Home Improvements



Sustainability Team:

Advice and information on saving energy and home efficiency and referrals to schemes available for insulation and heating improvements.

Eligibility Criteria

Residents of Bedford Borough.

Contact Details

 www.bedford.gov.uk/sustainability

Home Improvement Team:

Disabled Facilities Grant (DFG), Home Repair Assistance Grant, and Home Efficiency Grant and referral to schemes such as the Green Deal and Energy Companies Obligation (ECO).

Eligibility Criteria

Eligibility criteria apply.

Contact Details

 **01234 718294**

 www.bedford.gov.uk/housing/housing_grants.aspx

Handyperson Scheme:

Low cost repairs in the home: fitting grab rails or stair rails (must be referred by an Occupational Therapist), installing key safes, fitting small ramps, door / window repairs and adjustments, minor joinery work, minor plumbing repairs, locks and security chains, draught proofing, and similar small works.

Eligibility Criteria

Residents of Bedford Borough, over 50 years of age. Charge of £16.00 per hour, unless in receipt of a qualifying benefit then no charge for labour, but there may be a charge for materials.

Contact Details

 Building Works: **01234 718051**

 otworks@bedford.gov.uk



Energy Efficiency and Home Improvements



Handyperson Service:

Work undertaken includes:

- Fitting and supplying grab and stair rails
- Fitting and supplying key safes
- Light carpentry work
- General DIY
- Fitting and supplying smoke alarms
- Hot packs and small winter aids available.

Eligibility Criteria

Residents of Bedfordshire, over 50 years. Charge of £18 per hour.

Contact Details

 **01234 360510**

 www.ageuk.org.uk/bedfordshire

 78 - 82 Bromham Road, Bedford, MK40 2QH



Green Deal:

Government scheme to help you make energy-saving improvements to your home without having to pay all the costs up front.

Contact Details

 Energy Saving Advice Service: **0300 123 1234**

 www.gov.uk/green-deal-energy-saving-measures



Energy Efficiency and Home Improvements



Energy Companies Obligation (ECO):

Government scheme, funded by the energy suppliers to provide help for energy-saving improvements for those on certain benefits and who own or privately rent their home.

Eligibility Criteria

Must own or privately rent property and be in receipt of certain benefits.

Contact Details

 Energy Saving Advice Service: **0300 123 1234** to check whether you might be eligible, and to apply if you are

 www.gov.uk/energy-company-obligation

 www.gov.uk/energy-grants-calculator

Security Improvements



Home Security Checks:

Improved security and advice from Bedfordshire Police Partnership Trust Scheme. Can install door chains, window locks and smoke alarms etc. Advice on securing the home and dealing with bogus callers.

Eligibility Criteria

Generally for residents over 60 years or vulnerable.

Contact Details

 **01234 842619** (leave a message if answer phone)



Security Improvements



Bedfordshire
Fire and Rescue Service

Free Home Fire Safety Check:

Includes expert, tailored advice and supply and fit of a free smoke alarm, where necessary.

Eligibility Criteria

Available for residents at most risk from fire: the elderly, those with chronic health problems or disabilities; those living in areas of deprivation, particularly young single parent families; those living in low cost housing, or those on lower incomes.

Contact Details

Email name, full address and contact number to:

@ contact@bedsfire.com

📞 0800 043 5042



Key Safes:

Supplied and fitted outside the property, within 48 working hours. Charge of £59 to supply and fit.

Eligibility Criteria

Residents of Bedfordshire, over 50 years.

Contact Details

📞 01234 360510

🌐 www.ageuk.org.uk/bedfordshire

✉ 78 - 82 Bromham Road, Bedford, MK40 2QH



Maximising Your Income and Related Advice



BEDFORD
BOROUGH COUNCIL

Advice on Housing Benefit & Council Tax Support:

Including a Housing Benefit calculator.

Eligibility Criteria

Residents of Bedford Borough.

Contact Details

 **01234 718097**

 www.bedford.gov.uk/advice_and_benefits/benefits

 Customer Service Centre, 2 Horne Lane, Bedford, MK40 1RA

 customerservices@bedford.gov.uk



Bedford & District Citizens Advice Bureau:

Information and advice on various topics including:

- Debt: Comprehensive money advice service
- Benefits: Benefit calculations, completing claims and helping with appeals
- Housing: Problems include repossession, establishing the rights of tenants and landlords, homelessness.
- Budgeting: Managing your money, finding the best deals for gas, electricity, broadband and telephones.

Eligibility Criteria

Free, independent, confidential and impartial advice for those who live or work in Bedford Borough.

Contact Details

 **0844 245 1290**

 www.bedfordcab.org.uk

 7a St Pauls Square, Bedford, MK40 1SQ



Maximising Your Income and Related Advice



Independent information, support and advice:

Topics include:

- Benefits (can arrange home visits to help complete benefit application forms)
- Finance
- Residential and non-residential care
- Health
- Housing issues
- Finding help at home, including Home Help, Gardening and Accompanied Shopping.

Eligibility Criteria

Residents of Bedfordshire, over 50 years.

Contact Details

 **01234 360510**

 www.ageuk.org.uk/bedfordshire

 78 - 82 Bromham Road, Bedford, MK40 2QH

 enquiries@ageukbedfordshire.org.uk



Maximising Your Income and Related Advice



BRCC - Just Ask! Village Agents:

Provide free signposting and 1 to 1 information, advice and support:

- Pensions & benefits, including home visits to help complete application forms
- Health & housing issues
- Feeling safer at home
- Keeping warm at home, including accessing national & local initiatives such as the Warm Home Discount, if eligible, and local oil-buying schemes.
- A limited number of free radiator sheets, insulation products and other winter warmth items available for eligible residents.

Eligibility Criteria

Residents of all villages in Bedford Borough.

Contact Details

 **0800 039 1234**

 www.bedsrcc.org.uk/justask/justask1.html



Maximising Your Income and Related Advice



Assists residents into work, training or enterprise.

Services include:

- Individual help with CVs, job applications and interviews
- Access to job vacancies and internet access for job searching
- Advice about education and training, including Apprenticeships
- Business start-up workshops and enterprise coaching

Eligibility Criteria

Bedford Borough residents of all ages.

Contact Details

 **01234 223510**

 thejobshub@bedford.gov.uk

 15 Greyfriars, Bedford, MK40 1HJ



Armed Forces Personnel and Veterans information:

- Including useful contacts and related links.
- National Forces Discount Schemes.

Eligibility Criteria

In-Service and Ex-Service personnel and Reservists.

Contact Details

 www.bedford.gov.uk/council_and_democracy/civic_and_ceremonial/armed_forces.aspx



Healthy Living and Wellbeing



Bedfordshire Rural Communities Charity Good Neighbour & Village Care Scheme Network:

Groups of volunteers that help to keep an 'extra eye' on vulnerable residents during cold weather with lifts to appointments, collecting shopping, etc.

Eligibility Criteria

Residents in: Brickhill; Clapham; Felmersham & Radwell; Wootton; Sharnbrook; and Wilstead.

Contact Details

 **01234 832648**

 justineh@bedsrcc.org.uk



BEDFORD
BOROUGH COUNCIL

Bedford Borough Stop Smoking Service:

Provides support in relation to:

- Individuals wanting to quit
- Smoking in pregnancy
- Smokefree homes and cars

Eligibility Criteria

Anyone wishing to quit smoking.

Contact Details

 **0800 013 0553**

 www.smokefreebedfordshire.co.uk



Healthy Living and Wellbeing



BEDFORD
BOROUGH COUNCIL

Centre of Independent Living's Equipment Demonstration Area:

Service which provides support to view and try out various pieces of equipment to enable residents to be more independent in their home.

Available 10am to 3pm (Monday to Friday). Call 01234 276102 to make an appointment, or attend a Drop In session: every Wednesday from 11am to 3pm, no appointment necessary.

Eligibility Criteria

Available for residents who need help to remain independent at home.

Contact Details

 **01234 276102**

 Centre of Independent Living, Gadsby Street, Bedford MK40 3HP



Bedfordshire

Clinical Commissioning Group

Falls Prevention

Being cold can affect mobility and increase the risk of falls, and other accidents and serious injuries. It can also increase the risk of illness.

Keep warm and reduce the risk of falls by preparing for winter and keeping the heat in your home:

- Can you claim financial support to help with heating bills?
- Is your home fully insulated, and is your heating set for the right time and temperature?

Eligibility Criteria

Free information for everyone

Contact Details

 For falls prevention information visit: www.ageuk.org.uk and search "Staying Steady".



Healthy Living and Wellbeing



Mind BLMK

Mind provides a range of information, advice and support to promote positive mental health and wellbeing. This includes access to talking therapies, 1:1 mentoring, social activities and support groups, alongside an information point and phone line. We encourage people to deal with difficulties early, staying well and helping people to look after themselves, with help when needed.

Eligibility Criteria

Aged 18 upwards and resident in Bedford Borough

Contact Details

 0300 330 0648

 The Wellbeing Centre, 3 Woburn Road, Bedford, MK40 1EG
Mon to Fri: 9am to 4pm, Saturday: 10am to 1pm



NHS Health Checks:

Screen people's risk of heart disease, stroke, type 2 diabetes or kidney disease.

Eligibility Criteria

Residents aged 40 to 74 years who don't already have any long term conditions such as diabetes or heart disease. Look out for an invitation from your GP.

Contact Details

 For more information go to: www.nhs.uk/Planners/NHSHealthCheck/Pages/NHSHealthCheckwhat.aspx



Healthy Living and Wellbeing

Flu Immunisations:

Flu jabs are available annually to:

- Pregnant women
- Children aged 2 and 3 years
- Children aged 2 to 18 with a long term health condition
- Adults aged 65 and over
- People under 65 with a serious medical condition
- Health and social care workers or formal and informal carers in receipt of carers allowance
- People living in a residential or nursing home

Eligibility Criteria

Free to people in the listed groups.

Contact Details



For more information go to:

www.nhs.uk/conditions/flu/Pages/Introduction.aspx



Change4Life:

Aims to help families and adults make small, sustainable yet significant improvements to their diet, activity levels and alcohol consumption.

Eligibility Criteria

Free information for everyone.

Contact Details



0300 123 4567



<http://nhs.uk/change4life>

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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برای اطلاع

Per Informazione

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01234 718259



Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP



sustainability.team@bedford.gov.uk

Appendix 2

Third sector information and advice provision – November 2014

Provider	Current provision	Gaps in own provision	General gaps
Age UK Bedfordshire	<p>Information and advice you need to help you love later life.</p> <p>We provide free and impartial information, advice and support throughout Bedfordshire.</p> <p>We're Age UK Bedfordshire and our goal is to enable older people across the county to love later life. We believe and are passionate about affirming that your later years can be fulfilling years and whether you're on the quest to live well into old age, or if you're going through tough times, we're here to help you make a positive change.</p> <p>Independent advice Our Bromham Road office in Bedford has a trained team of staff and volunteers who can give independent advice on:</p> <ul style="list-style-type: none"> • Benefits • Residential and non-residential care • Finding help at home • Finance • Health • Housing issues <p>We can also arrange home visits to help complete benefit application forms and to assess and assist with other matters, where applicable</p>	<p>Clients coming to us have increased year on year and also the issues that these clients are presenting are more numerous and complex. This has the effect of pressure on resources due to the time that needs to be spent to help with these complex needs.</p> <p>We are one of a small minority of organisations that can help housebound people with issues and as the client base ages and becomes less able to leave their homes to seek information there is added pressure on our home visitors to undertake the complicated and complex benefit forms.</p> <p>Debt advice has been a growing area for a few years now and this is a specialist area we would like to expand as we accept higher numbers of clients referred from other professionals and organisations.</p>	<p>With the onset of the Care Act and the Local Authority statutory duty to provide Information and Advice there will be pressures on Bedford Borough Council to deliver accessible and timely services.</p> <p>As a 'good value for money' organisation we see ourselves as being part of the future provision for the growing numbers of older people living in Bedford.</p>

<p>Alzheimer's Society</p>	<p>The dedicated Dementia Support Service provides one to one support to people with dementia and carer's. This service can be provided face to face, over the telephone or via written communication and is specific to each person's needs and is decided in agreement with them. Dementia Support Workers provide information, guidance and practical support to help people understand dementia, cope with day to day living with dementia and prepare for the future. The service also supports people to access other services.</p> <p>We also have trained facilitators who deliver a Carer's information and Support Programme (CrISP). These Programmes provides carer information in a group environment where carers are able to share their experiences and find out about local and national services that may be of help. We are able to deliver two programmes;CrISP1 a four session programme aimed at family members and friends who support a person with a recent diagnosis of dementia. CrISP2 a three session programme covering issues that arise as dementia progresses.</p> <p>We have also in discussion with GP's and have set up a Dementia Support Service within some practices and looking to also commence this in Bedford Hospital at the two dementia wards.</p>	<p>There is a gap for those people who have been diagnosed with young onset dementia clients (diagnosed under 65 years). There is a need to reach out to young onset clients who may benefit from peer support from those similar to their age group, as their needs are different to older people living with dementia e.g younger people with a diagnosis may be physically well, but cognitively struggle with paid employment/raising a family.</p> <p>Although currently we always offer services to young onset clients we also do recognise that people who are very early in their dementia journey may be put off attending groups as this generates anxiety of what potentially the future holds for them.</p> <p>There is also an additional gap for those people who have received an early diagnosis. This type of service provision would focus on developing strategies, techniques around gaining peer support for those people in a similar situation. This type of service provision would be able to reach a wider scope of people who have received a diagnosis either at an earlier stage and support them as their dementia progresses. This need will become more apparent in the coming years as diagnosis rates continue to</p>	
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		climb. Finally, we need to be specific about targeting ethnic minority groups when delivering CrISP. We are doing this in Luton and are looking to filter this across to the rest of the locality.	
Bedford CAB	<p>Bedford Citizens Advice Bureau (CAB) is an independent charitable organisation that helps people resolve their problems by providing information and advice. It is part of the national Citizens Advice organisation which aims to:</p> <ul style="list-style-type: none"> • Provide the advice people need for the problems they face. • Influence policymakers to improve the policies and practices that affect people's lives. <p>The Bedford CAB handles up to 20,000 enquiries per year. We deal with a wide variety of issues including :</p> <ul style="list-style-type: none"> • Health – Advice on NHS patient rights, rights to access Social Care, Handling complaints, Discrimination in health services, and rights as a mental health patient. • Debt - we provide a comprehensive money advice service • Employment - Advice on employment rights and enabling clients to exercise those rights • Consumer - Advising clients on their rights of redress against shops and traders, providing goods and services • Benefits - Benefit calculations, completing claims and helping with appeals 	Our telephone service is currently temporarily suspended due to lack of resource. We hope to get this back up and running when we can source funding for supervision.	Support in terms of helping people complete daily tasks – not advocacy - but supporting people getting through and navigating systems/procedures to be able to action their rights without having to pay for such support. Vulnerable people i.e completing forms, using internet etc etc

	<ul style="list-style-type: none"> • Housing - Problems include repossession, establishing the rights of tenants and landlords, homelessness • Family and Personal - Issues such as divorce and separation • Immigration - Issues such as citizenship and how immigration status affects a persons rights 		
BRCC (Village Agents)	<p>Village Agents help to bridge the gap between rural areas of Bedford Borough and the statutory and voluntary organisations able to offer help and support. Village Agents have a wide range of contacts and provide high-quality information, promote access to various services and work with individual residents or groups to identify unmet needs in the community.</p> <p><i>Just Ask! Village Agents</i> live locally and can provide face to face information and support to enable individuals to make informed choices about their future needs. There are seven agents who between them cover all the Borough villages.</p> <p>To find out more please ring Freephone 0800 039 1234 giving us your phone number and stating which Borough village you live in and the Agent covering your area will call you back</p>	We provide generalist rather than in-depth specialist advice. Each Agent only works 10 hours a week, although messages are picked up at least daily and Agents are able to cover each other as required.	
POhWER	POhWER delivers information, advice, support and advocacy services throughout England. We aim to support people who face difficult issues and want to make their voice heard.	We are currently reviewing our provision for Bedford Borough in light of the requirements of the Care Act; The regional manager and our business development team are looking at various options for the future which might include an advice and guidance portal which would mirror our	

		Hertfordshire provision (HertsHelp).	
Stroke Association	The Information, Advice & Support Service is a visiting service that provides practical assistance to people who have had a stroke and their families or carers. We help families prepare for the changes that can happen because of a stroke.	We do not have provision to provide the service in other ethnic languages. The service is only provided for 25 hours per week	Community transport is difficult to access.
Tibbs Dementia Foundation	Enabling people to understand their diagnosis, develop coping strategies and to find out about other services and support networks available.	We'd like to be able to offer a greater reach of information to people who are isolated, have difficulty physically getting out to attend information sessions and although we can do this in a very limited way through a home visit, it is very time consuming. We are working on developing a series of short DVDs taking different dementia topics such as living well, what is dementia, understanding behaviour change etc which could somehow be made available either via a website or lending people a hard copy, or as a discussion point in a group setting. Obviously to do this well we'd need funding!	The BAME community, we still haven't made significant inroads