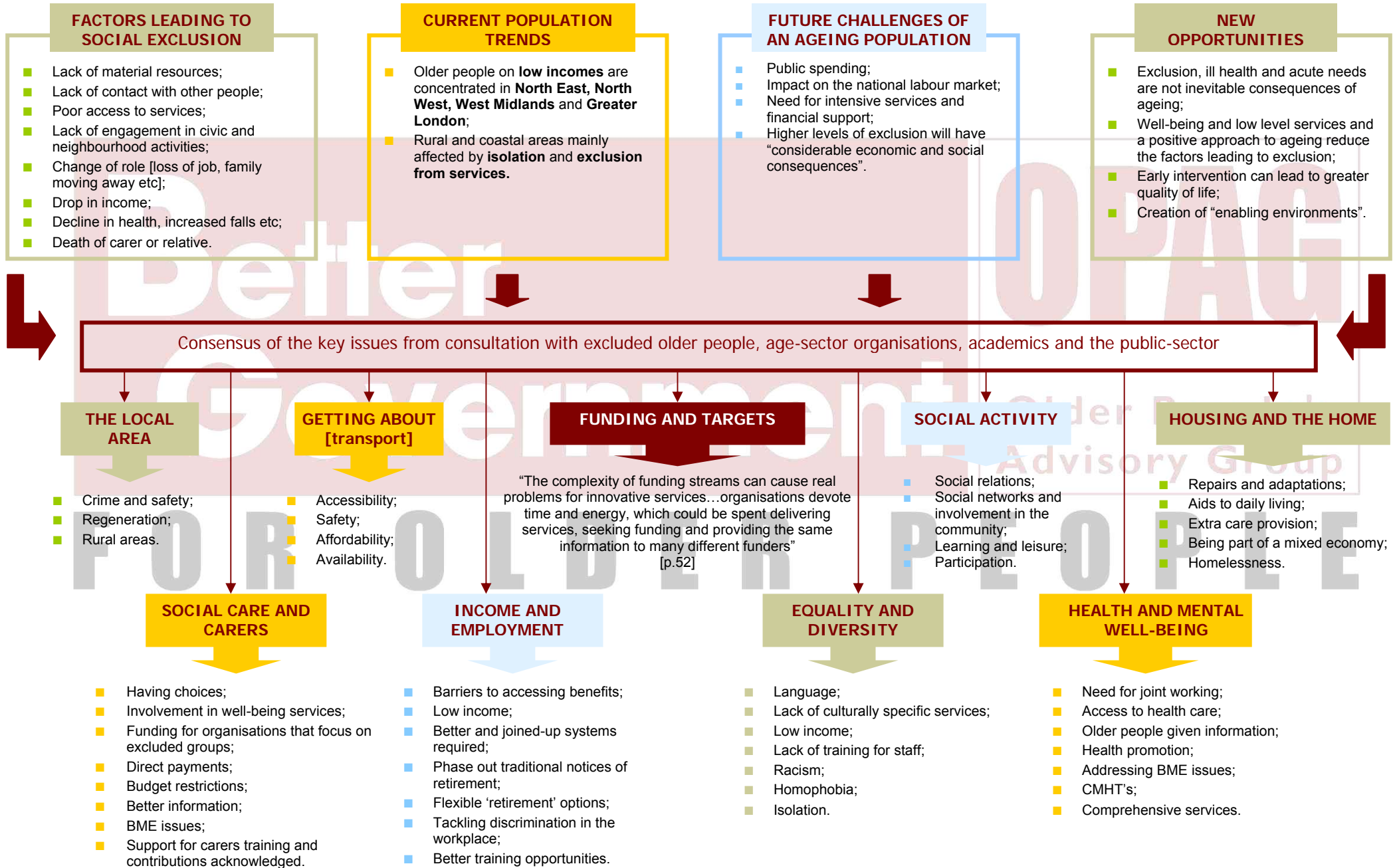


# 'Excluded Older People' – Social Exclusion Unit Interim Report

"...many older people experience exclusion affecting their everyday lives..."



LOOKING FORWARD...

EARLY INTERVENTION AND LOW LEVEL SERVICES

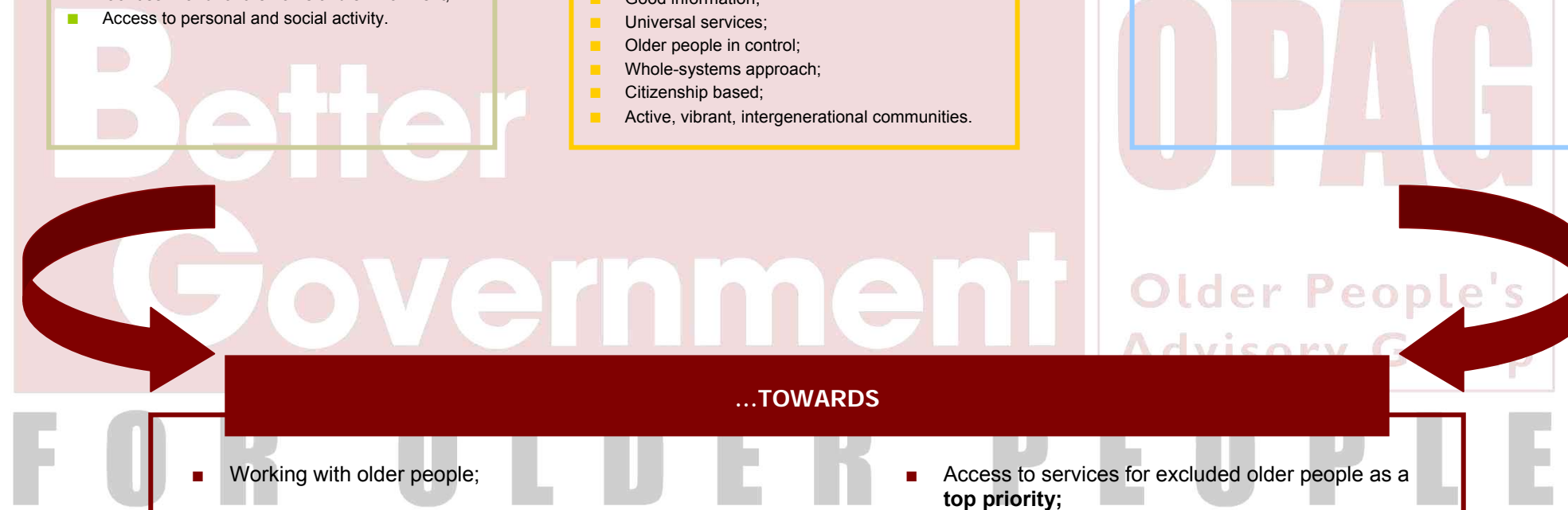
- Improved access to "universal services";
- Better "joined-up" rehabilitation services;
- Lower levels of high cost intensive care services;
- Provision and access to physical / practical facilities in and for the home and environment;
- Access to personal and social activity.

JOINED-UP AND COORDINATED SERVICES

- Services which value and respect users;
- Services proactively offered;
- Personalised services;
- Delivered by local people;
- Good information;
- Universal services;
- Older people in control;
- Whole-systems approach;
- Citizenship based;
- Active, vibrant, intergenerational communities.

CONTROL AND CHOICE

- Involving older people in decision making;
- Direct payments;
- Advocacy and peer support;
- Citizenship based approach;
- Move away from a "bestowing" culture.



...TOWARDS

- Working with older people;
- Services for everyone;
- Flexibility at the point of delivery;
- Promotion of independence and well-being;
- Respectful and transparent;
- Community-driven and professionally coordinated;
- Outcome driven;
- Access to services for excluded older people as a **top priority**;
- Services available provided by both statutory and non-statutory sectors [e.g. voluntary sector];
- Local context and local governance;
- People choose which services are appropriate for themselves.