Lessons from LinkAge Plus

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The LinkAge Plus Experience

The LinkAge Plus programme

- £10 million
- Over 2 years
- 8 pilots

LinkAge Plus aims

- to test the principles of joined up working going beyond the traditional benefits and care agendas to provide a comprehensive approach for accessible and fully integrated services for older people.

LinkAge Plus Core Principles

The 6 core principles of LinkAge Plus are to:

- engage and consult
- reflect the needs and aspirations of current and future generations of older people
- enable access by an increasing range of customers
- ensure that isolated or ‘difficult to reach’ older people are enabled to access information and services
- ensure that services promote independence, well-being and active ageing
- maximise opportunities for efficiency and capacity building.

LinkAge Plus National Evaluation

- The pilot areas have consistently demonstrated strong benefits for older people.
- There is a strong business case for the LinkAge Plus approach, built around efficiencies from an holistic approach.
- The value of LinkAge Plus to local authorities has meant that authorities have found ongoing funding to support the majority of initiatives.

LinkAge Plus National Evaluation

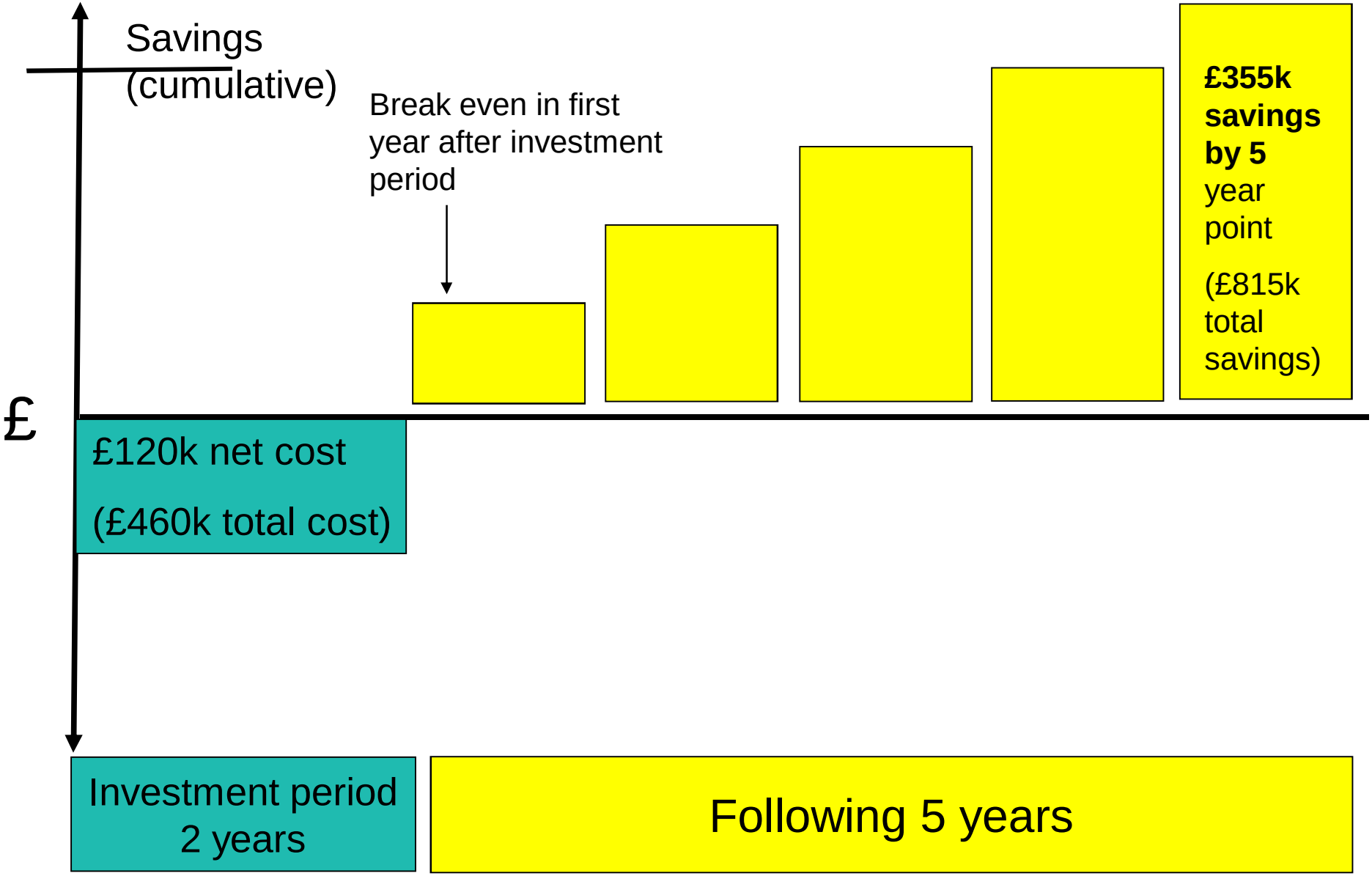
The evaluation found that:

- **Access** to a wide range of services has been made easier as a result of the LinkAge Plus pilot work
- LinkAge Plus has helped facilitate **‘that little bit of help’,** small and often preventative interventions which enable older people to retain choice, control and dignity in their lives.
- Pilot authorities have successfully worked to **involve older people** in the design, development and delivery of services through local groups and forums.

LinkAge Plus Business Case

- There is a **strong business case** for LinkAge Plus, with evaluation showing low investment costs and a **short break-even** period.
- As well as significant benefits for older people.
- **Taxpayer savings** from both a holistic approach to service delivery and cost effective services facilitated by the LinkAge Plus approach.
- The savings from a holistic approach is **£1.80 per £1** invested over 5 years. This is likely to be higher over a longer period.

Holistic approach – from First Contact



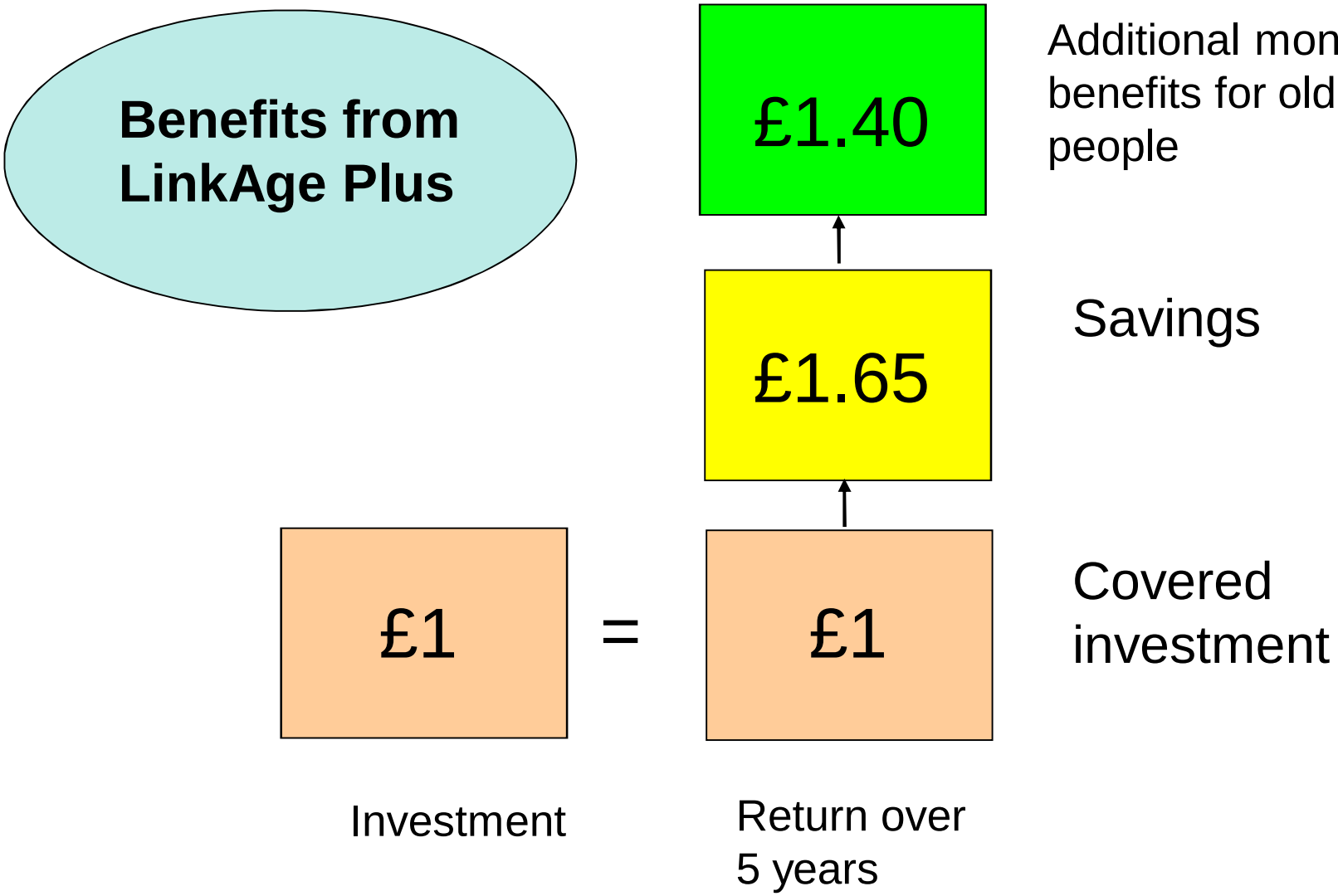
Further benefits to the taxpayer and older people from services

- Each **£1** spent on balance classes in LinkAge Plus areas yielded health and social care savings of **£1.40** plus benefits of around **£0.90** to **older people** from improved quality of life.

- Home adaptation services yielded benefits to the **taxpayer** of **£74** per adaptation visit from reduced healthcare spending and **£40** to **older people** in terms of improved quality of life, against an average cost of adaptations of **£67**

- Referrals for crime visits yielded **taxpayer benefits** of around **£29** from reduced expenditure on dealing with crime and benefits to **older people** monetised at **£53**, against a cost of referral of around **£14**.

So what's the bottom line?



LinkAge Plus outcomes

Linkage Plus is seen as

- Delivering **real benefits** and **outcomes** that older people value
- A **catalyst**, an **enabler**
- Linking into other key agendas **(Ageing Society, Building a Society for all ages, Transforming Social Care, PSA's, Total Place)**
- Expanding the reach to people and organisations **beyond just social care**
- Reaching out to those hard to reach, isolated or socially excluded
- Giving '**Choice**' and '**Voice**' to older people
- Designing services **around older people's wants and needs**
- Delivering preventative benefits focused on promoting well-being and independence preventing and or delaying older people slipping into substa
- Improving information, accessibility and signposting

Costs and benefits

- Can the public purse afford the cost of **not providing** the kind of support delivered by LinkAge Plus.

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