

Evaluation of the FirstStop Initiative

1) Introduction

This report summarises the findings of an evaluation of the FirstStop information and advice service for older people conducted by the University of Cambridge. The research explored how the service has developed over the first year in which both a national telephone/web-based information service has been operating alongside a number of local information and advice projects. The report considers the successes of and challenges faced by the initiative.

FirstStop

FirstStop Advice is an independent, free service offering advice and information for older people, their families and carers about housing and care options in later life funded by the Department of Communities and Local Government (DCLG) and the Big Lottery Fund. It is led by the charity Elderly Accommodation Counsel (EAC) working in partnership with other national and local organisations. FirstStop delivers information and advice through a national telephone helpline and website. FirstStop began as a pilot service in August 2008 and was funded by DCLG to go national in 2009.

FirstStop has also seed-funded a number of local information and advice services. These local projects aim to raise the profile of housing options for older people in their area and to provide a face to face case work service to older people. The case work is a mixture of information and advice provision and more intense case work to assist older people in resolving their housing and care problems.

A training programme about housing options for older people was delivered by FirstStop through Care & Repair England through face to face training, shorter workshops, a cascade model of training, supporting local exemplar projects to deliver workshops, training locally and production of a set of web-based self training materials.

The need for information and advice

Recent policy and practice have focused on how best to prevent older people from living in unsuitable housing which does not meet their needs and how to prevent older people making unwanted moves into residential care, particularly at times of crisis, which is often very costly to both individuals and public finances. There has been a recognised need for the provision of information and advice to assist older people in planning ahead and coping with changing housing and care needs. It has also been recognised that older people face problems that cut across housing, health, finance, care and their general rights relating to housing and care.

For the majority of the older population, access to sources of information and advice through the internet or telephone help lines is sufficient; this is Level 1. For another group of the population more support is needed for them to be able to resolve their housing, care and financial issues. This is Level 2 where information and advice is more tailored and perhaps local. For a smaller population sub group Level 3 support, intense face to face support with more assistance and advocacy, is needed. The national FirstStop telephone service and website provide Level 1 and Level 2 information and advice whilst the local pilot projects deliver Levels 2 and 3 and are able to direct those with

less intense needs to the national service. The interface between the national and local services is one of the unique features of the FirstStop initiative.

The evaluation

The Cambridge Centre for Housing and Planning Research at the University of Cambridge undertook an independent evaluation of the FirstStop service between November 2009 and June 2011.

The evaluation involved: a literature and policy review; interviews with national stakeholders; interviews with FirstStop staff; analysis of FirstStop's client data; two postal surveys of FirstStop customers; follow up interviews with customers who responded to the surveys; an evaluation of the training programme; interviews with local exemplar project managers; five local exemplar project case studies which included interviews with case workers; analysis of detailed client information from the local exemplar project case studies and a value for money analysis of the local and national services. The five local project case studies were Oxfordshire, Somerset West, Nottinghamshire, Newcastle and Warwickshire.

2) The national service

The national service provides information and advice through a range of media, and FirstStop has been developing and testing IT and web innovations to deliver services to clients. This means that a single client may be advised by multiple media, such as email and telephone, or the new web-based Live Advisor service. Nonetheless, the bulk of initial enquiries (81%) are still made by telephone. Clients contact the national service by telephone or other means to receive tailored advice from a trained agent. The advice provided covers both general information on local contact points, specialist agencies and links to sources of further relevant guidance, and more individually tailored advice and referrals. The website serves as a source of detailed advice documents and as a means of referral to local services and the national advice service.

The FirstStop team which provides the national advice service uses a Customer Relationship Management (CRM) system to co-ordinate its interactions with clients who contact them for advice. Setting up a CRM system for the national advice service has been a significant part of the initial investment in FirstStop. A key purpose of a CRM is that when a client contacts a firm or organisation, the firm's agent is apprised of any history of previous contact with the firm. It also enables systematic analysis and reporting of interactions with clients or customers as a whole. FirstStop has tracked the number of visitors and page views to the website using the free Google Analytics service.

The national service advises on a broad range of areas. The CRM provides a breakdown of the broad category of each client's presenting issue, as judged by the agent handling the initial enquiry. This shows that the majority of the clients reported against the output are enquiring directly about housing (56%) or about closely related matters such as care funding and finance (16%).

In 2010/11 the total number of unique visitors to the website was over 90,000, the total number of clients contacting the national advice service was over 14,500 and the caseloads reported by the local exemplars was just over 1,000.

Analysis of Google Analytics showed that housing, together with finance, are the two broad areas about which the largest number of web visitors are seeking information. Much or all of the material on the website is housing-related in that care and finance are key elements in providing good housing for older people. It is worth noting that the FirstStop website family achieves top placement in web searches for terms such as "elderly+housing+advice", which means many users are being directed there in search of such information. The analysis of

downloads of detailed advice documents supports the view that the numbers visiting the site and finding relevant material is well above the set target.

The evaluation focused on assessing FirstStop's service delivery. FirstStop has also undertaken developmental work, such as working with older peoples' forums to develop peer to peer work.

3) The local projects

The local projects had provided information and advice to over 1000 people over their first (often partial) year of operation at the time of the evaluation. Many of these people received intense, Level 3, face to face support from the project case workers.

The local projects have different roles and attributes. Some are strategic and focus on raising the profile of housing options for older people. Some provide face to face support to older people; some are a mix of strategic and case work. Some of the local projects had a broad client group whilst others focused on a narrow client group, such as particularly vulnerable older people with complex needs.

Case study - Somerset West Care and Repair

This is a project with a casework service providing information and practical assistance to older people about their housing options. The project sits within Somerset West Care and Repair which is a Home Improvement Agency (HIA). Customers of the housing project also have access to other services provided by the HIA including handyperson services and energy efficiency advice.

The project has been assisting a particularly vulnerable client group and supporting people in making a move is a key part of the service. This involves direct practical assistance with the case worker often working with the older person over a long time period, including helping people to bid for properties, taking them to view them and packing and unpacking their belongings during the move, in addition to support such as benefits checks. Many of the older people they assisted had a history of repeated falls and hospital admissions as a result of housing that was no longer suitable. For example, some clients had been unable to manage the stairs in their home for some time and had been living in one room on the ground floor and required a lot of help from care agencies. Where the project was able to help them to move to alternative accommodation, such as sheltered housing, the clients were able to remain living independently with less care support. The case worker was able to direct older people with less intense needs requiring general information to the national FirstStop telephone helpline and website.

Case study - Nottinghamshire County Council

This local project has two caseworkers who work to support owner occupiers and tenants to consider alternative housing options, make housing applications and help co-ordinate practical aspects of moving. It signposts service users to information and advice about welfare benefits and local support services and to advice about sources of funding that might help them to improve, repair and adapt their home. The case workers also work with other agencies to provide a signposting information service for older people who need additional help to understand the range of housing and options available.

The project assists older people with a range of different needs. Some only require signposting or information and advice and may be planning ahead for the future, but others require intense case work over many months, particularly if they are assisted to move to a more suitable home. Many of the clients with complex needs do not easily fall under the remit of social services and the case workers are helping them to resolve their housing and care problems before they reach a crisis, such as a fall, which may lead to an unwanted

move into residential care. Even when clients have moved, the case workers have organised home adaptations which support independent living in new properties.

Case Study - Newcastle Better Life in Later Life

This pilot, provided by the Quality of Life Partnership/Elders Council of Newcastle, was focused on strategic activities rather than case work. A consultant was commissioned to raise awareness of FirstStop (via training, presentations, awareness raising, peer to peer information provision etc), and to encourage a strategic approach to be taken in developing a fully integrated housing options service for older people across Newcastle, and to initiate possible development in Gateshead. The consultant worked closely with the Navigator service, a front line housing options service at Anchor Staying Put (now Mears) providing intensive casework to those clients identified as being most vulnerable. It offers extensive advice, floating support and advocacy with a full range of housing based enquires with a specialist interest in housing options advice. The pilot has had an impact on awareness raising and local strategy. The FirstStop project has been influential in linking up services across Newcastle, especially in the HIA, with services working together, more cross referrals and partnership work being carried out more effectively. The consultant's work has been embedded in the Newcastle Older People's Strategy, with a focus on information and advice and planning ahead.

4) Benefits and value for money

The national service

This evaluation analysed the costs of FirstStop's national service in 2010/11 and estimated the additional outcomes attributable to its provision of advice by web and telephone.

The unit costs of providing advice through the website and through the advice service are first assessed separately, taking into account expenditure directly linked to each activity. For the website, the cost of each detailed advice document downloaded was £0.49; the cost per unique web user was £0.18.

For the national advice service, the marginal cost (average cost of printing and so forth) for each additional enquiry was £1.90, whilst the total cost of ongoing expenditure for salaries amounted to £18.41 for each client assisted in 2010/11. The unit cost per client of the national advice service is thus just over £20. It should be noted that this does not include any of the cost of setting up and maintaining the CRM which is essential to the advice service. In the final quarter, Q1 2011, the advice service dealt with more clients whilst keeping direct variable costs (primarily salaries) at the same level as previous quarters. This reduced the total unit per cost client to £15.74. This suggests that the longer-term future costs per client of the advice service are likely to settle somewhat below the average for 2010/11. A unit cost of £20 is below but approaching the £24 per unit given in FirstStop's original proposition as the average cost of "Level 2" advice.

An alternative perspective on the national service's cost is then given by starting from the total DCLG and Big Lottery Fund grant to the national service in 2010/11. This brings into consideration expenditure that has been supported by public money but which, whilst necessary to provision of the service, cannot directly be attributed to specific activities. Looked at this way, the average public cost per client of the whole national service (both web and national advice line) was £9.60 in 2010/11. This is slightly above the estimate of £8.50 given in FirstStop's original proposition, although some of the grant has been spent on one-off set-up costs.

The local services

This section considers the broad benefits generated by the local projects before discussing their value for money to the public purse. In order to calculate value for money the projects need to demonstrate not only outputs, e.g. number of clients who used the service, but also to demonstrate outcomes for these clients, e.g. received home adaptations which maintained independent living. An assessment has to be made about the extent to which the outcome followed from the activity of the local project and then analysis has to be made of the value of these outcomes.

Client outcomes

There are a number of outcomes of the provision of information and advice by the national and local FirstStop services for clients. These include:

- Signposting to information or services.
- Information and advice provided.
- Support in decision making.
- Benefits checks.
- Changes to more appropriate care packages.
- Supported to move to more appropriate accommodation.
- Supported to stay in their current home e.g. adaptations

Benefits

The research identified a number of benefits to the individuals who used the services:

- Feeling more confident in making decisions, feeling more informed and more able to choose between different options.
- Particularly through the local projects clients were supported to stay in or move to the accommodation of their choice, empowering them to live in the housing that they felt suited them best and giving them wider choices.
- Prevention of housing related health problems e.g. falls and unplanned and unwanted moves into care homes.
- Some clients were financially better off through receiving financial advice and/or benefits checks.
- Reduced anxiety.
- Improved well being and quality of life.

Financial savings and value for money

In terms of general value for money the analysis of the savings made by the local case work interventions showed that the services do not need many 'intense' Level 3 cases to cover the costs of the service. The research identified a number of benefits and potential savings to the public purse. The savings to the public purse may be realised over a number of years, for example, where someone is assisted to remain living independently in their own home rather than make a premature move to a residential home.

Prevention of falls can generate considerable savings. Many of the vulnerable older people using the case work services had a history of recurrent falls as a result of inappropriate accommodation. The cost of a serious fall with necessary follow up care is around £30 000. Preventing falls by adapting homes or assisting people to move to more suitable accommodation has potentially very significant savings.

Freeing up social worker and occupational therapist time generates financial savings. Many of the older people with complex needs did not fall easily within the remit of social workers and OTs but had been on their books for a long time with no resolution to their problems.

The FirstStop taking over the case freed up time of professionals who were unable to help, with potential financial savings as the average cost of OT/social worker case work is £147 per hour.

Prevention of hospital admissions also has potentially very significant savings. Many of the vulnerable older people using the intense face to face case work services had a history of repeat hospital admissions as a result of living in unsuitable housing, with all the knock on effects on their health, anxiety levels and well being. Being assisted to adapt their current home or to move to more suitable housing has potentially significant financial savings through preventing hospital admissions.

Preventing premature moves to care homes can save large amounts of public funds. Some of the older people using the services were already close to crisis points and social workers would have had little option but to recommend residential care which is very expensive. But the assistance the local FirstStop case workers were able to offer enabled clients to either remain at home or to move to sheltered accommodation, which costs the public purse far less. Local authority residential care for older people has £1,017 care package costs per permanent resident week whereas local authority sheltered housing has relatively much lower £312 comprehensive package costs.

In some cases people were supported to downsize, freeing up larger family sized housing in areas where there is a shortage of family housing. Similarly, some social rented properties were brought back into circulation as people moved into sheltered accommodation or into care homes, freeing up properties for people on waiting lists.

Analysis of the case study local projects showed that despite the limited time involved so far there have already been savings generated to the public purse. For example, analysis of the Somerset West local project suggested that once the costs of providing the service were taken into account it generated savings to the public purse of more than £45 000 over a one year period.

Challenges in assessing value for money

There are a number of challenges in assessing the cost savings and value for money of the FirstStop service. The main issue for the national telephone helpline and website is the inherent difficulty in identifying the links between the provision of information and advice and to the actions taken by clients – or even knowing what these actions have been. The evaluation had to take place within a discrete time frame, yet the actions taken as a result of receiving information and advice may take a long time to be realised, e.g. it can take months to move house, and it was not possible to track individuals over long time periods. Similarly, the relatively short time frame of the local projects was a challenge: to identify savings 'hard' outcomes are needed which may not be achieved during the evaluation time frame, particularly with time consuming cases where clients are assisted to move home which may take many months.

So far there has been a lack of sufficient monitoring information from some of the local projects. For example, there may be potential savings to be achieved through downsizing, but to calculate this requires information about property size. Data collection can be simple but it has to be built in from the start of any project with the purpose of VFM analysis in mind.

There are intuitively potential benefits and savings from early preventative work but this is very hard to monitor and quantify as it would require people to be tracked over long periods of time. The value of crisis management is easier to measure and quantify.

More generally, any information and advice service, even complemented by case workers, cannot claim 100% of each success as there are other factors at work in any decision. What

can be shown is that the service makes a difference in general terms, e.g. increasing confidence and reducing the need for emotional support through moving someone into accommodation where they need less help and can live a more independent life.

5) Successes

The evaluation found that the FirstStop initiative has had successes at both the national and local levels. Use of the national service has grown steadily and the success at meeting funder targets shows that there is demand for the service.

FirstStop, as a condition of the grant from DCLG, has reported on its achievement of seven broad outcomes. This evaluation team analysed the performance of the national service in 2010/11 against these outcomes. Measures of usage of the website have well exceeded the targets set, even when a more cautious view of the headline figures is taken. The numbers of clients contacting advisors at the national service only narrowly missed the output target. Targets relating to the eventual outcomes of individual cases are harder to measure, and the evaluation team drew on analysis of the follow-up survey of a sample of clients. This supports the view that advice supplied by FirstStop is effective in supporting housing transitions, including downsizing, for a number of older people which equals or exceeds the specified targets. For example, analysis of the CRM and postal survey data gives an upper estimate of 1,788 clients from the national service who actually downsized, a great success against a target of 750.

The postal survey established that for a significant proportion of clients, FirstStop is the first point of assistance. The postal survey found that 38% of helpline users had not sought help from another agency. This is positive considering how new the service is. The most common agencies contacted before FirstStop were local council and charitable organisations such as Citizens Advice, but people had not been able to find the information and advice they needed and contacted FirstStop, indicating that the service is filling a gap in information and advice provision. Enquiries about sheltered or more suitable accommodation were most common, followed by enquiries about care.

The evaluation surveyed users of the national service and found that general measures of satisfaction about the service were achieved for nearly all respondents: most said that they were happy with the quality and means of information provision and would recommend the service to others; 100% said that the telephone operator was polite and friendly and 98% said they felt listened to and that the advisor understood what assistance they needed.

Amongst survey respondents there was a very considerable proportion of clients – perhaps around half – for whom the service was more immediately important in that: it helped solve their specific problem (55%), provided help they couldn't have got elsewhere (48%) or without which they wouldn't have known what to do next (41%). The client interviews showed the complexity of issues people were dealing with. Most people did not just have a housing or a care related problem, but issues that were related to housing, care, finance and other issues such as health. One common issue raised was the difficulty of knowing where to get information and advice and the distress and anxiety this had caused before contacting FirstStop. Many of the interviewees described how helpful and knowledgeable the FirstStop advisors had been. Many people who had used the service had increased confidence, were more able to appraise their options and to make informed decisions.

For the majority, the issue about which they had sought advice was ongoing. This reflects the considerable complexity of the problems about which the service advises, and the fact that the survey was being completed at most four months after the initial contact with FirstStop. Even so, a considerable proportion of respondents had taken one or more actions

following their contact with FirstStop. Within the period since the call 19% of all respondents had moved into sheltered housing or made plans to do so.

It is noteworthy that nearly half of the survey respondents stated that they would have liked further follow-up. There was a sub-group of people who had used the national service but who would additionally have liked ongoing, face to face, local support. The commonest wish here was for a discussion in the home (19%), followed by further information and contact with local services (13%). That could not directly be made available but this is in part being addressed through the growing number of local partners. The interface between national and local is a key part of the FirstStop initiative. Those with less complicated information needs can be assisted through the national telephone helpline or website, whilst those with more complex, intense needs can be assisted through local face to face case work.

In particular, a success has been in the bringing together of the national and local agencies to develop a 'seamless' service. FirstStop has been successful in developing a network model of service provision with links not just between the national telephone helpline and local projects but with a range of national agencies. This enables service users to be referred to appropriate agencies seamlessly. The ongoing development of a Customer Relations Management system (CRM) enables client information to be recorded and to be accessed by FirstStop advisors when clients contact the service again.

An additional benefit of the national/local FirstStop model was the way in which the local case workers were able to use the national FirstStop resources in their local work. Many clients have complex needs and information is required on a range of issues from housing, to care, to benefits and finance. Being able to draw on up to date and detailed information from the national FirstStop service was very useful to the local case workers. This bank of information would be very difficult and expensive to replicate in local areas.

The national service providing information and advice is meeting broader aims of empowering older people to make informed decisions, giving them full knowledge of all the options available and supporting them in appraising the options effectively. People often require advice about a range of complex, inter-connected issues around housing, care, finance and rights and FirstStop have been able to help people to cope with this complexity:

"Every aspect I asked I got a clear answer. It was very impressive to get all the advice from one person; it took away being passed from pillar to post and was very reassuring. The tone of the person on the phone was business like but very sympathetic. She fully understood the minefield I was in and took me through every aspect. She also gave me her name so if I needed to call back I could ask for her. It was nice to be reassured I was doing the right thing. On the money side she worked through everything with me, benefits, pension, house, she did a calculation and told me I didn't have to worry. I needed someone cold blooded to work it out and she gave me the courage to stick up for myself with social services. I needed proper advice rather than advice from well intentioned people. I came off the phone feeling stronger". (National telephone helpline client)

There is lots of evidence of positive client outcomes, whether the older person was supported to move or supported to stay in their current home. These include older people having better knowledge of options, being informed to make appropriate choices, reduced anxiety and improved quality of life. The local services have provided face to face help to older vulnerable people with complex needs and have prevented people reaching crisis points which may result in unplanned and unwanted moves into care homes:

"It is a very needy client group and without the service I do not know who would have helped them. They do not fall into the remit of social services who, if they did

anything, would probably only suggest care. Without the service they would have had no help and would have reached crisis point. Most clients we are reaching before they get to crisis point so we are preventing it". (Local case worker)

Success of the local projects is evidenced in how they have met their targets for delivering face to face support to older people and there is a clear demand for the services.

"The case work is going very well and has been very well received by people who say things like 'I don't know where I would have started' or 'I don't know what I would have done'". (Local case worker)

The local projects often worked successfully across different agencies and departments to resolve client issues. It is very difficult for an older person to know which department or agency to contact for different issues and the case workers were able to do this on their behalf.

One benefit of the local projects was the way in which the case worker freed up social worker and occupational therapist (OT) time. Many of the particularly vulnerable clients had been on the books of social workers and/or OTs for some time but their issues did not easily fall under the remit of these departments, nor did they have time to provide the sort of support needed. The local project case workers were able to take over the cases and provide the time and support needed to resolve the issues.

"It has been really well received; the occupational therapists are really pleased that someone is doing the work to fill in the gap".

Analysis of the case study local projects showed that despite the limited time involved so far there have already been savings generated to the public purse, as discussed above. For example, analysis of the Somerset West local project suggested that once the costs of providing the service were taken into account it generated savings to the public purse of more than £45 000 over a one year period.

The local projects also led to greater awareness of housing options for older people. The strategic work encouraged more joined-up working between organisations and professionals.

The training programme aimed to deliver face to face training for over 1,000 people and to produce and promote online self training materials. The target was exceeded. It provided training about housing options for older people to both service providers and older people and raised the profile of the FirstStop service. Care & Repair ran full time courses focused on professional and volunteer advisors and half day workshops which were primarily aimed at older people, activists and volunteers. Feedback from the participants was very positive.

6) Challenges

The evaluation found that the national service encountered a number of challenges.

One issue is that unit costs (cost per client) for both the national and local service are higher than anticipated and FirstStop will need to bring unit costs down quickly as the service develops.

The initiative struggled to meet the target for the number of people assisted to release equity from their homes. Although there is clear evidence that FirstStop has worked to integrate advice on funding options into its national service and provides such advice to many clients, the survey findings suggest that there has been little commensurate increase in interest in or

uptake of equity release specifically. This is likely to be in part the result of the current state of the housing market but also such decisions often take a long time to firm up and there is a lot of evidence showing that older people are very wary of equity release products.

A significant challenge has been in developing the national/local interface of the service. Some of the local projects took much longer than expected to establish, mainly as a result of administrative and bureaucratic challenges in host agencies. They required more management than was expected.

A particular issue with the development of the national/local service model was that it did not generate the expected level of referrals between the local and national services. One challenge described by the case workers was the need for 'marketing' skills. Whilst they were all experienced housing options case workers, few had any experience of promoting a service or brand. It required continuous promotion to get the FirstStop brand recognised locally, but case workers had to balance this against their capacity to deliver face to face case work; so they tended to step back from promotion when case numbers increased for fear of too much demand. Some of the local projects chose to be branded as FirstStop but others avoided the brand and used a local name and telephone number as they felt it would be better received by the local older population. This meant less time and resources for promoting the national FirstStop helpline and website, which may have reduced the potential benefits of the 'triage' model of information provision by directing those with Level 1 needs to the national service. There was also not the level of referrals expected from the national advice line to the local services. It is not yet a fully integrated service between national and local.

A further issue has been how to improve the branding and public awareness of the service. Despite rising usage of the website and telephone service, the FirstStop brand is not yet well known and is operating in a field where there are well known brands such as Age UK.

One problematic issue identified through the postal survey and interviews was that 30% of respondents who were interviewed did not remember calling FirstStop. This was partly a branding issue as the service is relatively new and the name not widely known, partly that others did the actual call for the client. But it is also because some people called FirstStop at times of great stress and crisis.

Achieving the strategic aims was challenging in some areas, even where the case work service was successful. This was partly due to local political sensibilities. One challenge faced by the pilots was that it seems to take a long time to encourage other professionals to use and access new information and advice resources.

Monitoring and data collection were an issue for many of the projects. There was a need to evidence success of the case work but the relatively short time frame of the projects reduces the chance of hard 'outcomes', for example, it can take many months to support someone to move home.

7) The future

The future of the FirstStop service will be a combination of national and local provision. FirstStop will remain a service that is free of direct charge through the national telephone helpline and website. New modes of interaction with the service will continue to be developed, such as the provision of information through the 'live chat' function on the web site. There will be a focus on increasing the number of clients and reducing unit costs. The local partnerships will be developed in a range of different models linking national and local information and advice provision and face to face housing options case work.

In terms of taking the evaluation forward, the University of Cambridge will continue to work with FirstStop to evaluate the initiative. Over the next year it will be necessary to develop a better understanding of the differing costs of different types of intervention, from simply signposting to intense face to face case work, and the different outcomes and benefits to further establish which interventions represent the best value for money. The monitoring of the national service will continue. FirstStop expects to increase the number of local partners and these will be built into the evaluation, working with FirstStop to develop standard monitoring for local partners. The evaluation may also analyse some of the new services being offered by FirstStop.

Older people are facing many challenges. One is the uncertainty created by issues such as the pension crisis, changes to retirement ages, changes in the security of tenure in the social sector, the challenge of home repairs, the need to contribute to social care costs, as well as simply living longer. Another challenge is the increasingly complicated environment older people have to navigate, with the introduction of personal budgets, more choice of health and care providers and service cut backs as local authorities make savings. In this context the provision of up to date, accurate, individual information and advice about housing, care, and financial and rights issues will be crucial in supporting older people to make well informed decisions about their housing and care.

8) For more information

The report from Phase 1 of the evaluation can be found at:

<http://www.cchpr.landecon.cam.ac.uk/outputs/detail.asp?OutputID=242>

Further reports from Phase 2 of the evaluation can be found at:

<http://www.cchpr.landecon.cam.ac.uk>

- Report 1 - FirstStop Evaluation Summary Report
- Report 2 - FirstStop Evaluation National and Local Report
- Report 3 - FirstStop Evaluation Local Pilot Project Report
- Report 4 - FirstStop Evaluation Source Document

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