

Action Plan – Update May 2008

STRATEGIC PRIORITY: COMMUNITY LEADERSHIP & DEVELOPMENT
COMMUNITY STRATEGY THEME/S: OLDER ADULTS. STRONGER COMMUNITIES.
OUR HEALTH, OUR CARE, OUR SAY: MAKING A POSITIVE CONTRIBUTION
OUTCOMES <ul style="list-style-type: none">▪ Older people feel equal and valued members of their local community.▪ Older people have opportunities to contribute to their local communities.▪ Older people are satisfied with the opportunities they have to be involved in decision making.
SUCCESS CRITERIA <ul style="list-style-type: none">▪ Improved satisfaction ratings from surveys▪ Older people are represented on all Area Partnerships/ Thematic groups▪ Evidence of engagement in intergenerational projects▪ Evidence of engagement from 'hard to reach' groups in the Older People Forum.▪ Civic participation in the local area▪ % of older people who feel they can influence decisions in their locality

KEY ACTIVITY AREAS	Milestones / timescales	Who is responsible	Update
1.Development of Community Empowerment Network links with the Over 50s Assembly	Network established by Spring 2008	Renaissance	The CEN have attended a meeting of the Over 50s Assembly to talk about the work of the CEN and to discuss links between the network and the forum. It was agreed that the Assembly would register as a group on the CEN database and would take part in the elections that the CEN run for vacant spaces on the Renaissance Area Partnerships. This will create the potential for members of the Assembly to be elected onto the area partnerships and allow access to the support and information supplied to the CEN by Stockton Residents and Community Groups Association.
2.Compact with Third Sector and the development of Catalyst	Compact is in place and operational by Spring 2008	Renaissance	The Compact was launched at the Renaissance stakeholder event on 7 th January, 2008. Implementation actions-

			<p>The Council's consultation plan is now a standing item on the area partnerships agenda 4x a year.</p> <p>The LSP public sector agencies each have a nominated Compact Champion/Contact.</p>
3. Development of LINKS	LINKS operational by 1/04/08	Health and Well Being Partnership	<p>Interim arrangements in place. Procurement process underway. New organisation selected by Aug 08.</p> <p>The Links preparation stakeholder events have identified the need to look at the relationship between the Community Empowerment Network and the LINKS.</p>
4. <i>Are you being served?</i> Events/newsletters developed further	<p>Annual Event planned for October each year and 3 newsletters produced per annum</p> <p>Action plan developed and reported on annually</p>	Health and Well Being Partnership	<p>Feb edition of newsletter circulated. Planning for event 22 October. Action Plan update reported to Independent Living Sub Group for May</p>

KEY ACTIVITY AREAS	Milestones / timescales	Who is responsible	Update
5. Development of the Over 50s Assembly, to include representation of hard to reach groups and BME communities	Agreed Terms of Reference, action plan and areas of focus developed by March 2008 Equality Impact Assessment Action Plan monitored and reviewed annually	Health and Well Being Partnership	Terms of ref developed. To be agreed at next meeting. Representation of hard to reach and BME Communities still being developed. The Council's approach to consulting hard to reach communities is developing and being coordinated by the Consultation Working Group. This group brings together consultation officers from across the authority to share best practice and coordinate consultation activity. This is manifest in the consultation plan which is available on the Council's website and details forthcoming consultation exercises as well as the results of recently completed consultations. Recent successes in this area include the ongoing work of the Disability Advisory Group and a Tell Us What You Think event to help revise the Council's

			race equality action plan, attracting around 200 local people.
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6. BME Health strategy implemented	Actions as per strategy	Health and Well Being Partnership	The actions set out over the past 18 months have been achieved. The Strategy is now due for a review. Consultation is planned with the community regarding their perceptions of health needs and what kind of services they would like to receive in terms of public health initiatives. The consultation will inform the reiteration of the strategy and inform the commissioning of services.
7. Enhance family learning activities and intergenerational programmes	Baseline assessment to review level of intergenerational programmes and what can be done to further support undertaken by 2009	Health and Well Being Partnership/ Children's Trust board	Family learning Big Lottery Bid written to engage different council departments in providing intergenerational family learning activities i.e. Adult Education, Children's Centres, Technical Services (cycling), Parks and Countryside, Libraries, Care for Your Area working

		<p>in partnership with community groups and the voluntary sector, in particular Stockton Parent Support to increase engagement of families with disabled child/children in family learning activities. We will know if bid is successful by September 2009. Steering Group formed has made a commitment to proceed with joint activities possible within mainstream budgets if bid not successful.</p> <p>Also Adult Education is developing strategic and operational links with the Children's Centres to extend locations for delivery of intergenerational family learning activities.</p> <p>Adult Education has conducted an Equality Impact Assessment on Access to the service to ensure barriers to particular groups including older learners are</p>
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			<p>addressed.</p> <p>Adult Education Service has just had Peer Review by senior managers from Wakefield Adult and Community Education Service and York City Council Education Service (15 May 1008). Service was judged to be "inclusive".</p> <p>Curriculum plans for 2008-2009 continue to recognise the contribution of adult learning opportunities to the health and well being of older people</p>
8. Formulation of Tees Valley Bus User Forum	Tees Valley Forum inaugural meeting held in February 2008.	Economic Regeneration & Transport Partnership.	Tees valley user group meeting held, agreed to use LSP's to create localised groups with representatives to sit on a wider TV Forum.

STRATEGIC PRIORITY: THE WELCOMING COMMUNITY

COMMUNITY STRATEGY THEME/S: OLDER ADULTS. STRONGER COMMUNITIES, SAFER COMMUNITIES, ENVIRONMENT & HOUSING, ECONOMIC REGENERATION & TRANSPORT, ARTS LEISURE & CULTURE.

OUR HEALTH, OUR CARE, OUR SAY: TACKLE INEQUALITIES AND IMPROVE ACCESS TO COMMUNITY SERVICES

OUTCOMES

- Older people have an improved physical environment.
- Older people stay safe and feel safe.
- Older people are satisfied with police and services around crime prevention.
- Older people have opportunities to access services.

SUCCESS CRITERIA

- Decent Homes standard met
- Support in place to enable older people to remain in their own homes
- Increase in the provision and range of older peoples accommodation across Supporting People, Extra Care and Housing Stock
- Older people treated with dignity
- % of older people who feel that they belong to their neighbourhood
- Understanding of local concerns about anti-social behaviour and crime by the local council and police

Key Activity Areas	Milestones / timescales	Who is responsible	Update
<p>9. Investment and improvement of social housing stock</p> <p>Secure National Affordable Housing Programme (NAHP) funding to improve the provision of quality older persons accommodation</p>	<p>Decent Homes standard met by March 2010</p> <p>NAHP funding secured during 2008-11</p>	<p>Housing and Neighbourhood Partnership</p>	<p>100% of sustainable council housing stock will meet the Governments decent homes standard by March 2009.</p> <p>With regard to NAHP funding – SBC secured £5.6m of Housing Corporation in the November 07 bid round of which 20 units will be bungalow accommodation.</p> <p>Ongoing bids to be made in May and October 2008 to address identified housing need.</p>
<p>10. Development of Home Improvement Agency (HIA) to support older people (vulnerable homeowners or private sector tenants) through advice and information including financial assessment, links to grants and benefit advice on repairs, improvements, adaptations and maintenance of properties</p>	<p>HIA in place for 2008/9</p>	<p>Housing and Neighbourhood Partnership</p>	<p>HIA progressing.</p> <p>Funding agreed with partners & council.</p> <p>Tenders for the HIA service to be sought 3 June 2008 with a contractor appointed by 1 October 2008. New links will be developed with Falls Prevention Service, Community</p>

			<p>Safety, Crime Prevention, Victim Support, Fire Service, Telecare, Welfare Advice Unit and the Private Sector Housing Division to develop seamless service provision.</p> <p>New ideas to connect HIA with shopmobility to enhance accessibility for users being explored.</p>
Key Activity Areas	Milestones / timescales	Who is responsible	Update
11. Equipment and Adaptations to homes	<p>Increase the % of items delivered in 7 working days to 85%</p> <p>Improve the waiting time for major adaptations to 23 weeks</p>	Health and Well Being Partnership	<p>Waiting times for major adaptations is 22 weeks. 84.5% for items delivered in 7 working days.</p> <p>Government have announced that funding will be available but have not yet made bidding criteria or bidding timetable available.</p>
12. Improve the take up of home fire and general safety checks	Increase the number of checks by 5% year on year	Health and Well Being Partnership	<p>Current handyman service now undertakes home safety checks.</p> <p>work with Fire Service continues and links with Telecare now</p>

			ensures operational awareness of programmes. Work ongoing with Home Safety Association. HIA will also link into existing arrangements.
Key Activity Areas	Milestones / timescales	Who is responsible	Update
13. Develop the range and quality of services offered by Supporting People for Older people including those for people living in sheltered housing and receiving community alarm services	Increase the number of services in line with the 4 year strategy Improve Supporting People quality outcomes for older people services	Health and Well Being Partnership. Additional investment to support Extra care places. Community Alarm review has piloted banding system and to ensure VFM.	Commissioning Body agreed 2 year plan for SP. Review of sheltered housing services with RSL and Almshouses to ensure standardisation of service delivery and develop floating support services for older people.
14. Further develop extra care services	Increase the number of extra care units to 120 by 2010	Housing and Neighbourhood Partnership	Work progressing to scope Extra Care services at Parkview and Billingham to access national funding streams.
15. Improve Protection of Vulnerable Adults awareness and ensure dignity standards are met with contracted services Develop multi agency strategies to safeguard older people from neglect and abuse.	Maintain the number of vulnerable adult referrals for older people at >100 in 2007/8	Health and Well Being Partnership	POVA training with providers. E Learning in place. Total number of referrals for 2007-08 was 206. An e learning module is

			<p>in place to provide level 1 adult protection training to Council and Independent providers. Each service has its own pass word and uptake is curenly being analysed by the Council's training department.</p> <p>A new joint contract to provide level 2 training is being negotiated with Teesside university by Tees-wide LAs so that the current requirement to have academic accreditation can be optional, thereby giving attendees more flexibility.</p> <p>The Adult Protection coordinator now works as part of the Adult Strategy Team, which has strengthened the links between contract compliance and adult protection.</p>
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Key Activity Areas	Milestones / timescales	Who is responsible	Update
16. Prevent people being the victims of commercial crime in their own home	Assess the effectiveness of pilot no cold calling schemes by Dec 2007 Review plan for roll out across Stockton Jan 2008	Safer Stockton Partnership	Target in the Community Safety Plan 2008/11. 'Consider guidance from Office of Fair Trading and develop a plan for possible roll out of No Cold Calling areas across the Borough' Target in the Community Safety Plan 2008/11. 'Improve the rating of older people (over 65's) from a baseline of 7%, who feel safe walking alone outside during the daytime by 2% during the lifetime of the plan' Using the Council's two yearly MORI survey.
17. Develop the Community Safety Plan 2008-2011 addressing the needs of older people including focusing on anti social behaviour, drug related offending and diverting young people from offending	Reduce the fear of crime Improve the rating for older people in addressing fear of walking alone outside (MORI survey) by 2008	Safer Stockton Partnership	1,123 (28%) of the 4,021 responses were from over 55s who all chose ASB as the top priority and Drugs as the second. 32% of the over 55s felt less safe after reading

			<p>the plan 40% felt more safe after reading the plan 28% felt no different after reading the plan</p> <p>38% of the over 55s felt well informed about what we do to tackle crime, disorder and 25% of the over 55's felt that they were not well informed 20% of the over 55s did not comment on this question</p>
Key Activity Areas	Milestones / timescales	Who is responsible	Update
18. Develop an understanding of the range of services/ activities in place within communities and support their development	Baseline assessment to review and what can be done to further support undertaken by 2009	Health and Well Being Partnership.	Further services agreed with PCT around Wellbeing agreed. Assessment of provision not progressed as yet.
19. Analyse the key issues identified in the the recently commissioned Local Housing Assessment (LHA) update, specifically in terms of identifying and responding to the provision of affordable housing now and in the future for older people.	Assessment information available Spring 2008 and action plan will be developed following this	Housing and Neighbourhood Partnership	The LHA is due for completion June 2008. Detailed discussions will take place with Housing and Planning Colleagues to respond appropriately in terms future housing and planning policy

STRATEGIC PRIORITY: REAL CHOICE, CONTROL AND EQUITABLE ACCESS

COMMUNITY STRATEGY THEME/S: OLDER ADULTS. STRONGER COMMUNITIES, ECONOMIC REGENERATION & TRANSPORT.
OUR HEALTH, OUR CARE, OUR SAY: CHOICE & CONTROL

OUTCOMES

- Older people feel that they have equitable access to services within Stockton.
- Older people feel satisfied with the information they are given to make choices.
- Older people feel that they have a choice of services to access.
- Older people are able to get out and about.

SUCCESS CRITERIA

- Level 3 Equality Standard
- Older People have improved access to support such as direct payments, telecare and reduced reliance on nursing and residential care
- Improved perception of Older People to transport
- People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently.

KEY ACTIVITY AREAS	Milestones / timescales	Who is responsible	Update
20. Equality Impact Assessments undertaken on all strategic documents and policies	Level 3 equality standard. Level 3 to be assessed in Autumn 08.	Stockton Borough Council	The Council's constitution requires all reports submitted to Cabinet requesting a change in policy, strategy or delivery be subject to an equality impact assessment, with an action plan being produced to mitigate against any negative impacts. In addition, all existing services, must be subject to equality impact assessment by March 2010. The programme for this has been agreed and timetabled. The Older People Strategy has been subject to Equality Impact Assessment.
21. Improve the range of services to support decision making in a range of formats for older people including advocacy services	Publication of Golden Guide by 2009 Development of Integrated Service Areas by 2008-9	Health and Well Being Partnership	Agreed funding for Golden Guide – publication October 2008. ISA Managers in post ongoing work re Health & Care pathways.

Key Activity Areas	Milestones / timescales	Who is responsible	Update
22. Increase the uptake of free bus passes Improve public transport information	Increase bus pass uptake from 24,000 to 28,000 by March 2008 New bus travel guides and improved shelters on specific routes by June 2008	Economic Regeneration and Transport Partnership	The target of 28,000 will be met but it was missed by the end March target date. The present take up is 27,219. At present approximately 50 over 60s a day are registering for the new passes. The target is , likely to be achieved by June.
22. Support and improve access to Community Transport Service	Increase the Number of Non-Statutory Journeys carried by the Community Transport Service in line with trajectory (by 2011)	Economic Regeneration and Transport Partnership	Non statutory figure which is 207,963 passenger journeys. Of the total 14,000 are older people.
23. Use accessibility planning software to monitor older people's level of access to key services by public transport.	Establish baseline level of accessibility to key services by March 2008. Maintain 2007/08 baseline accessibility level over the period up to and including 2010/11.	Economic Regeneration and Transport Partnership	Chased
24. Estates Review of Council buildings in line with the Disability Discrimination Act	Council buildings enable physical access to key reception areas or provide alternative accessible routes by 2010	Stockton Borough Council	Links to Estates review and workwise plans. Access to services also contributes to this element

Key Activity Areas	Milestones / timescales	Who is responsible	Update
25. Improve the uptake of Direct Payments for Older people and develop In Control/ Independent Budgets	Increase to >150 per 100,000 older people in receipt of Direct Payments by 2008 Develop a strategy for In Control by 2009	Health and Well Being Partnership	190 per 100,000 for 2008. (Current LAA target). In control work progressing in line with personalisation agenda.
26. Develop telecare services and improve the range of community alarm services to support older people in their own homes	Increase to 300 the number of new people provided with telecare items by 2008/09 Strategic review of Community Alarm review completed by Summer 2008	Health and Well Being Partnership	By end March 08, 226 installations of Telecare items. Telehealth programme beginning to be scoped e.g. epilepsy monitors. Community Alarms - the Pilot results of banding now needs to be taken forward. Service implications for Care Call being reviewed. Possible delay depending on outcome by Autumn 08.
27.Reduce reliance on nursing and residential care sector for admissions	Reduce to less than 95 per 10,000 the number of people (over 65) permanently admitted to residential/ nursing care by 2008 Reduce the number permanently admitted age 18-64 to less than 1.5 per 10,000	Health and Well Being Partnership	75 per 10,000 for over 65's. 1.4 per 10,000 for 18-65's
28. Consider the option to develop a "one stop shop" approach and single gateway to accessing	Undertake consultation with organisations providing	Health and Well Being Partnership	Access to services model being

information and advice about services for older people	services for vulnerable people		implemented in Thornaby. Currently scoping Billingham Town Centre. Initial conversations with some providers around service models and also development of directory of services but plans at an early stage..
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STRATEGIC PRIORITY: IMPROVING PERSONAL WELL BEING			
COMMUNITY STRATEGY THEME/S: OLDER ADULTS, HEALTHIER COMMUNITIES AND ADULTS, STRONGER COMMUNITIES, OUR HEALTH, OUR CARE, OUR SAY: INEQUALITIES AND LOCAL ACCESS			
<p>OUTCOMES</p> <ul style="list-style-type: none"> ▪ Older people have improved health and well being. ▪ Older people have opportunities to access employment. ▪ Older people have opportunities to engage in a range of activities within their community. ▪ Older people feel that they have the right support from social care. <p>SUCCESS CRITERIA</p> <ul style="list-style-type: none"> ▪ Reduced health inequalities ▪ Older people self report an improved measure of health and well being ▪ Older people are maintained economically active via employment ▪ Measures of our social care performance are in the top quartile ▪ Evidence of Older People accessing services ▪ Increase in the number of Older People accessing community weight management programmes/ physical activity sessions ▪ Increase the number of Older People maximising their benefits 			
KEY ACTIVITY AREAS	Milestones / timescales	Who is responsible	Update
29. Support older people in to employment and enterprise, targeting over 50s as part of the Government's New Deal programmes and other area based initiatives for employability.	Maintain Employment rate for people over 50 at above the Regional and Tees Valley rates. Baseline 2005 Stockton 33.2%, Tees Valley 31.2%, North East 31.7% (NOMIS APS).	Economic Regeneration and Transport Partnership	January to December 2006 – Stockton 34.1% (an increase of 0.9%), The North East 32.7% (an increase of 1%), Tees Valley (an increase of 1%). Within both the Neighbourhood Renewal funded Employment and Enterprise and Health &

			<p>worklessness packages no specific intervention was targeted towards the over 50s. However, one intervention in each package did record the number of people aged over 50 with whom they engaged and provided Information, Advice and guidance (IAG). This amounted to a total of 56 people. This has now been embedded across all NRF transitional projects and in future this data will be available for all interventions. It is also pleasing to note that recent data from NOMIS for the number of people aged over 50, claiming Jobseekers Allowance for over 6 months has reduced from 340 in April 2007 to 220 in March 2008. Specific Criteria/projects for the Working Neighbourhoods/Community Funds allocations and commissioning arrangements will be built on</p>
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Key Activity Areas	Milestones / timescales	Who is responsible	Update
<p>30. Support Long Term Conditions work Develop local Falls and Stroke services in line with National Service Frameworks Develop end of life strategy</p>	<p>Reduction in emergency admissions by 10% by 2008-9 Increase the number of community matrons to 14 by 2008 Maintain the rate of 3.3 per 1,000 population for delayed transfers of care</p>	<p>Health and Well Being Partnership</p>	<p>Community Matrons 13 in post and plan to recruit outstanding post. Delayed Discharges maintained.</p> <p>LTC's strategy for North of Tees PCT's being developed. Fall's co-ordinator has been appointed and strategy and action plan updated. Review of Stroke pathways within acute services ongoing. End of Life strategy agreed in February 08 and is a top Practice Based Commissioning Priority for 08/09.</p>
<p>31. Address health inequalities via Smoking cessation programmes, Exercise, Diet and health programmes, screening and life checks.</p>	<p>Reductions in all age all cause mortality rates Improvements in life expectancy rates Reductions in under 75 death rates for heart disease and cancer</p>	<p>Health and Well Being Partnership</p>	<p>Mortality rates from heart disease have been reducing due to better treatment of those with disease and through secondary prevention of further disease. Now efforts have moved to focus on an extensive programme of primary prevention and screening in people aged 40-74 to identify those at high risk. This will allow for them to get appropriate</p>

			support early on to change behaviours and reduce the risk of developing heart disease. Each of the health and Wellbeing Strategy topic specific workgroups will be addressing the population health needs across the lifespan to include older people and need specific to them in preventing disease and adding years to life and life to years.
Key Activity Areas	Milestones / timescales	Who is responsible	Update
32. Support people to remain independent in their own home	Increase the number of older people helped to live at home to 102 per 1,000 by 2008.	Health and Well Being Partnership	Current figure is 93 per 1000 but work in place to improve outturn.
33.Support a range of activities to enhance active ageing	Gain a baseline of activities available for older people by 2009	Health and Well Being Partnership	Further work to be undertaken. PCT funding to support a range of activities including community lunch clubs and silver singers, green gym. JSNA role to pick up further OP issues and connect stakeholder priorities.
34. Financial inclusion plans developed Work with partners to improve the uptake of benefits	Focus group to understand the specific issues affecting older people by Summer 2008 Increase the number of older	Health and Well Being Partnership	Housing and Council Tax Benefit take up work resulted in 47 successful new pensioner claims to HB/

	people accessing benefit advice and support year on year		CTB with an extra £78,700 income to those residents in 2007/8. PCT funding to support Tees Credit Union agreed and will include plans for Older People and ongoing signposting of support. The cross agency Financial Inclusion Forum will be requested to discuss the issues affecting benefit take up of older adults.
Key Activity Areas	Milestones / timescales	Who is responsible	Update
35. Improving access and signposting to health and social care teams	Integrated Service Areas development for Adults by 2008-9.	Health and Well Being Partnership	ISA Managers in post. Networking event was held with 50+ professionals attending to increase the awareness of services. The development of a directory of services is being explored.
36. Development of Carers Strategy and support for respite and carer breaks	Carers strategy developed by 2008 Increase to 10% services for carers by 2008	Health and Well Being Partnership	Draft Carers Strategy in place awaiting feedback from consultation to support strategy direction of travel. Action Plan will be developed from this strategy. Carers Steering Group working on actions. Current performance of carers is 8% and LAA target

			for future years will maintain focus. New funding from PCT & Council will develop further services.
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