

Progress Update – Review of Older People’s Services

Num ber	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of progress 09/03/10	Assessment of progress (Categories 1-4) 09/03/10
	Governance = G				
1 G	That the approach taken by the Council to introduce and monitor a co-ordinated Older Peoples Strategy with key partner agencies be supported and that progress against the strategy be acknowledged.	Ruth Hill	July 2009	Strategy reviewed February 2010. Process incorporated into the Service Planning Framework.	1 – Achieved
2 G	That the Council continue to develop its partnership approach to providing support for older people in the Borough through future service planning.	Ruth Hill	Annual update (Dec/ Jan)	Strategy reviewed February 2010. Reviewed document to be considered at over 50’s assembly.	2 – on track
3 G	That the criteria for the commissioning of services to address health inequality and promote well being be noted, along with the existence of those campaigns targeted specifically towards meeting older peoples needs.	Ruth Hill	Mar-11	Equality Impact Assessments have been imposed on all health improvement services commissioned by Stockton Health Improvement Team to ensure elimination of any form of unlawful and unfair impact on older people. Accessibility of services will be considered when services are targeted at older people directly or indirectly. Bowel Cancer Campaign has been launched in April 2009 and aims to increase the awareness of Bowel cancer Screening Programme that particularly targets older people. The campaign is under review at the moment and the uptake rate is approximately 50%. More work is required to target men. Over 50s Outdoor Exercises in partnership with Stockton Sports Development Team have funded a varied range of outdoor exercises, which are provided by 8 organisations across Stockton on Tees. Since the project has been commissioned a wide range of outdoor projects has taken place (9 in total) and engaged 157 people over 50 (from April to august 2009).	2 - On track

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4 G	That consideration be given to the development of an Older Persons Elected Member Champion role to provide a focal point and be an advocate for promoting Older Peoples issues and that other key partner organisations be asked to consider adopting a similar role.	Margaret Waggott	Sept 09	Councillor David Coleman appointed as the Council’s Older People’s Champion.	1 - Achieved
Communication = C					
5 C	That information on No Cold Calling Zones be publicised on the Council’s website and in Stockton News.	L Wilford	Jan 2009	First article published Jan 09 in Stockton News Press article released in Oct 2009 following the successful introduction of 11 zones. Article appeared in the Evening Gazette 10/10/09. Additional article appeared in Nov/Dec edition of Stockton News.	1 - Achieved 1 - Achieved
			Oct 2009	New Doorstoppers link from the front page of the Trading Standards & Licensing website see: http://www.tradingstandards.gov.uk/stockton/	1 - Achieved
6 C	That awareness of the Beware the Bogeyman Campaign be promoted through all available Council outlets and attempts be made to promote the initiative with hard to reach groups and Community/Residents Associations, church/faith groups etc via the Voluntary and Community Sector (including SCRAGA/Residents Associations/Catalyst/Help the Aged/Age Concern, other established communication channels) and that all Councillors be provided with information in order to promote the scheme via their ward surgeries,	L Wilford	Mar-10	RSVP officer working closely with Stockton Residents and based at their office 7 volunteers recruited and trained to deliver information sessions to residents Number of attendees at talks: Year 1 (to April 09) 572 Year 2 (April 09 to Dec 09) 1174 Doorstoppers contact points & other information included in the 1032 packs delivered to residents (mentioned in 2 above)	1 - Achieved 1 - Achieved 1 – Achieved 2 – on track 2 – on track

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	personal web pages etc.			Information included on the Trading Standards & Licensing website see: http://www.tradingstandards.gov.uk/stockton/ Information sent via email to all councillors in Dec 08 Circulate updated information to all members by end March 10	1 - Achieved 1 - Achieved 2 – on track
7 C	That availability of the range of cultural and leisure activities be promoted wherever possible through third sector organisations including Help the Aged, Age Concern, U3A and the Over 50's Assembly and publicised in the Golden Guide, libraries and Customer Contact Centres.	Kath Hornsey Laurayne Featherstone	Aug-09	Chief Executive of Catalyst to be invited to join the Older People's Strategy review group to facilitate improved links to the third sector. Customer Contact Centre scripts reviewed 'Golden Guide' and 'Golden Money Guide' in place. 'Hits' on Council website monitored.	2 – on track, but timescales will be altered in line with ongoing reviews.
8 C	That all services, including Tees Active, be encouraged to engage in regular consultation with Help the Aged, Age Concern, U3A, the Over 50's Assembly and other appropriate organisations regarding their service provision and that opportunities for joint publicity of activities be explored as part of this consultation.	Neil Russell Communication – Beccy Brown	Mar-10	To be incorporated into the strategy communication plan.	2 – On track
9 C	That the availability of 'free swimming' from 1st April 2009 for a two year period in any of the Council's pools for people over 60, be promoted in each of the Council's contact points and libraries.	Kath Hornsey	May 2009		1 -Achieved

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10 C	That the Home Improvement Agency be asked to promote their service through other Older Peoples organisations including web links to other bodies.	Dave Stamper	Ongoing	Home Improvement Agency has been extensively promoted to older peoples groups via presentations and newsletters.	1 - Achieved
11 C	That all Councillors be provided with information and criteria on the Handyperson Service in order to advertise its availability through their web pages and ward surgeries; together with information on free home fire and general safety checks.	Dave Stamper	Ongoing	Information has been emailed to Councillors.	1 - Achieved
12 C	That the Handyperson service be featured in a future edition of Stockton News and publicised through libraries.	Dave Stamper	Ongoing	Handyperson service has featured in four separate editions of Stockton News. Home Improvement Agency and Handyperson Leaflets sent to all public libraries.	1 - Achieved
13 C	That information regarding benefits that could be applicable to older people be publicised on the Council's website, with other third sector organisations, Council contact points, Stockton News etc.	Kath Hornsey / Billy Park/ Linda Stephenson	Aug-09	Benefits calculator in place. Link to direct.gov website facilitates access to related information.	1 - Achieved
14 C	That the feedback from the Northern Housing Consortium consultation on the Age Friendly Community in the North be fed into the review stage of the Older People Strategy.	Ruth Hill	Mar-10	To be reviewed as part of the communication plan.	2 – On track
15 C	That information regarding the Concessionary Fares Scheme continue to be promoted in each of the Council's contact points and libraries and on the Council's Website.	Mike Robinson (Chris Renahan)	July 2009	Information provided on Council website, contact points and libraries.	1 - Achieved

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16 C	That the Stockton on Tees Public Transport Forum be promoted and that representations be made at this forum with a view to persuading bus companies to take appropriate action to improve their services in order to address the decline in bus patronage.	Mike Robinson (Chris Renahan)	2010	Communication processes relating to transport in general to be reviewed as part of the communication plan.	2 - On track
17 C	That the Council’s web site and other communication outlets be utilised to promote opportunities for public participation in voluntary and public organisations; as well as the available initiatives in support of older people in employment and enterprise.	Web Design Coordinator	2010	To be reviewed as part of the strategy communication plan.	2 - On track
18 C	That opportunities be taken to identify and promote community resourced based training providing basic IT skills/training (i.e how to use the internet, e-mail etc.) as opposed to more formal qualification based courses already provided.	Lisa Kiely	Mar-11	To be reviewed as part of the Strategy Communication plan.	2 - On track
19 C	That opportunities for the Council to participate in joint working on older people issues be further explored with Catalyst, Help the Aged, Age Concern and the U3A and other similar organisations.	Ruth Hill	Ongoing	Chief Executive of Catalyst to be invited to join the Strategy review group.	2 - On track
20 C	That Stockton News and the Golden Guide document continue to be utilised to provide information, in easy to read language, promoting the activities and achievements of older people, and including details of Older Peoples services delivered, being prepared or planned for introduction at a future time, and that the Council seek to explore with Older People the	Ruth Hill	March 2010	Schedule of items included in Stockton News. Continues promotion of Golden Guide and work with Over 50s Assembly and other partners on needs for meeting facilities.	1 - Achieved

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	level of interest/ need around 'drop in' meeting facilities for older people and to develop plans based on this feedback with partners.				
21 C	That a dedicated Older Persons' information section be created on the Council's website, containing all relevant information highlighted in this review regarding Older Peoples services, activities and benefits and this area include links to the websites of other organisations working to support the needs of older people in the Borough.	Ian Miles	2010	To be incorporated into the Strategy Communication Plan.	2 - On track
22 C	That opportunities to promote Older Peoples issues, including those of partner organisations, continue to be identified as part of the Council's Access to Services strategy	Debbie Hurwood	2010	To be incorporated into the Strategy Communication Plan.	2 - On track
23 C	That Older Peoples organisations be consulted on the format and readability of the public summary Older Peoples Strategy to ensure that this is presented in clear and easy to understand language.	Ruth Hill	Oct-09	To be reviewed as part of the Strategy Communication Plan	3 – slipped. New date to be set in line with Communi- cation Plan.
24	That the roll out of No Cold Calling Zones within Borough be supported and that this be targeted towards those areas of greatest vulnerability to doorstep crime.	L Wilford	Dec 2008 May 2009	Procedure in place Joint approach agreed with Neighbourhood watch. 28 new applications received 16 NCCZ zones approved 2 DCWZ (Doorstep Crime Watch Zones) approved 1032 information packs delivered The funding for this project is due to end 31/7/10 and it is unlikely that the work can continue at its current level after this date.	1 - Achieved 1 - Achieved

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25	That the availability of grant funding for outdoor exercise/ recreational equipment for older people be considered within future service planning; with reference to the possible options identified such as use either in dedicated apparatus sites (with possible location next to children’s play areas) or integrated within ‘healthy walks/leisure trails’.	Graham Clingan/Keith Mathews/ Neil Russell	TBA	TBA	TBA
26	That information on the Handyperson Service be made available through customer access points/call centre as part of the Access to Services Strategy.	Kath Hornsey	Aug-09		1 - Achieved
27	That feedback from Renaissance on older peoples issues be provided on the Council’s website in order to raise awareness of their work.	Lesley King	Oct 09	Working with the Infinity Group, an inter agency group which works towards financial inclusion, an older persons golden guide to money has been produced, distributed and is on the Council’s website.	1 - Achieved
28	That the integration of services for older people as part of the Council’s Access to Services Strategy, be endorsed.	Debbie Hurwood	Ongoing	Addressed through Equality Impact Assessments and Service Planning.	1 - Achieved
29	That the Council make appropriate representation, including through the Tees Valley Bus Users Forum, to ensure that bus companies make adequate provision to cater for visitors/patients in respect of the location of the new hospital at Wynyard as well as existing hospitals already experiencing the effects of a reduction in bus services.	Mike Robinson (Chris Renahan)	Ongoing	Consultation and communication work relating to the Momentum project is ongoing. Transport companies are involved in this process.	2 - On track
30	The proposed Efficiency, Improvement and Transformation Programme (EIT) review of the	Mike Robinson (Chris Renahan)	Nov 2009	Review reported to Cabinet in November 2009. No change to the Village Bus scheme.	1- Achieved

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	Council's Community Transport Service, along with the subsidy provided by the Council for public transport services and in respect of Concessionary Fares; be welcomed as a step towards ensuring that service efficiencies were maximised and that there was an appropriate amount of accessibility for those residents that relied on such transport.				
31	That the Council, in consultation with relevant partner organisations, look to champion Older People’s issues through participation in the National Older People’s Day in 2009.	Lesley King	Oct-09	This will be annual undertaking.	1 – Achieved.