

### Progress Update – Review of Older People’s Services

Number	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of progress 20/7/10	Assessment of progress (Categories 1-4) 20/7/10	Evidence of progress 26/10/10	Assessment of progress (Categories 1-4) 26/10/10
<b>Governance = G</b>							
2 <b>G</b>	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	No change to previous update.	2 – on track
3 <b>G</b>	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 (no update and is on-going)  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 uptake rate has increased in 2009 compared with 2008. The campaign was successfully launched and appears that it has had an impact on the uptake rate.  The first year of Over 50s	2 - On track	No change to previous update.	2 – on track

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				Outdoor Exercises has completed and due to the success of the first year, 16 new organisations have awarded the funding in this year to run the outdoor activities for old people. The activities include carpet bowling, cycling and football.			
	<b>Communication = C</b>						
6 <b>C</b>	That awareness of the Beware the Bogeyman Campaign (now replaced by the Doorstoppers project) 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	L Wilford	Mar-10	<p>RSVP officer working closely with Stockton Residents and based at their office</p> <p>8 volunteers recruited and trained to deliver information sessions to residents</p> <p>Number of attendees at talks: Year 1 (to April 09) 572</p> <p>Year 2 (April 09 to March 10) 1249</p> <p>Doorstoppers contact points &amp; other information included in the 1410 packs delivered to residents (mentioned in 24 below)</p> <p>Information included on the Trading Standards &amp; Licensing website see: <a href="http://www.tradingstandards.gov.uk/stockton/">http://www.tradingstandards.gov.uk/stockton/</a></p>	<p>1 - Achieved</p> <p>1 - Achieved</p> <p>1 – Achieved</p> <p>2 – on track</p> <p>2 – on track</p> <p>1 - Achieved</p> <p>1 - Achieved</p> <p>1 -Achieved</p>	No change to previous update.	<p>1 - Achieved</p> <p>1 - Achieved</p> <p>1 – Achieved</p> <p>2 – on track</p> <p>2 – on track</p> <p>1 - Achieved</p> <p>1 - Achieved</p> <p>1 -Achieved</p>

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	provided with information in order to promote the scheme via their ward surgeries, personal web pages etc.			Information sent via email to all councillors in Dec 08  Circulate updated information to all members by end March 10.: distributed June 2010			
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 50s Assembly and publicised in the Golden Guide, libraries and Customer Contact Centres.	Kath Hornsey Laurayne Featherstone	Aug-09  Ongoing	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.  Work progressing on developing web-based adult Information Directory (based on similar Families Information Service website), which will be able to promote activities for older people within the Borough. Directory to be launched formally in Spring 2011.	2 – on track, but timescales will be altered in line with ongoing reviews.	Chief Executive of Catalyst is now a member of the Strategy steering group.	2 - on track
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	Neil Russell  Communication Abi Kelly	Mar-10	The process for sharing promotional information with older people’s groups has been strengthened.	2 – On track	No change to previous update.	2- On track

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	and other appropriate organisations regarding their service provision and that opportunities for joint publicity of activities be explored as part of this consultation.						
14 <b>C</b>	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	No change to previous update.	2 – On track
16 <b>C</b>	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.	Richard McGuckin (Chris Renahan)	2010	Communication processes relating to transport in general to be reviewed as part of the communication plan.	2 - On track	No change to previous update.	2 – On track

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17 <b>C</b>	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.	Abi Kelly	2010	The Development plan for the SBC website includes a requirement to develop a dedicated Older People section. Work progressing on developing web-based adult Information Directory (based on similar Families Information Service website), which will be able to promote opportunities for public participation in voluntary and public organisations / employment & enterprise initiatives for older people within the Borough. Directory to be launched formally in Spring 2011.	2 - On track	No change to previous update.	2 – On track
18 <b>C</b>	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	No change to previous update.	2 – On track
19 <b>C</b>	That opportunities for the Council to participate in joint working on older people issues be further explored with Catalyst, Help the Aged, Age Concern	Ruth Hill	Ongoing	Chief Executive of Catalyst to be invited to join the Strategy review group.	2 - On track	No change to previous update.	2 – On track

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	and the U3A and other similar organisations.						
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 level of interest/ need around 'drop in' meeting facilities for older people and to develop plans based on this feedback with partners.	Ruth Hill	March 2010      September 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. Work progressing on developing web-based adult Information Directory (based on similar Families Information Service website), which will be able to promote activities and achievements of older people within the Borough. Directory to be launched formally in Spring 2011.  Commissioners are exploring the need for a 'drop in' meeting facility in central Stockton.	1 – Achieved         2- On track	An update on progress will be provided to the attendees of the <i>Are You Being Served Well?</i> Event on 26.10.10.       This issue was discussed by the Over 50s assembly and was not thought to be a priority; similarly, this provision is not in line with personalisation; commissioners continue to work with the Over 50s Assembly to establish service priorities.	4 – Not Achieved
21 C	That a dedicated Older Persons' information section be created on the Council's website,	Abi Kelly	2010	The Development plan for the SBC website includes a requirement to develop a dedicated Older People section Work progressing on developing	2 - On track	No change to previous update.	2 – On track

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	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.			web-based adult Information Directory (based on similar Families Information Service website), which will contain relevant information for older people within the Borough. Directory to be launched formally in Spring 2011.			
22 <b>C</b>	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	New and different opportunities are identified in support of this action on an ongoing basis, in conjunction with the roll out of access to services programme; the work undertaken with the Fire Service to set up systems for Council customer services officers to promote fire safety checks when older people ring into the Contact Centre is an example of this.	1 - Complete
23 <b>C</b>	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.	Abi Kelly	Oct-09	A requirement to review all key council publications (incl. The Strategy) with Older People’s organisations has been built into the Service Plan for Communications Recently commissioned a ‘readers group’ through the Disability Advisory Forum to review documents.	2 – On track	The Readers’ Group has been established with members from the Over 50s Assembly and Disability Advisory Group. It is managed by the Communications team. 3 meetings of the Readers’ Group have been held to date and they have been consulted on 6 key publications to date including ‘Care services for Adults explained’ (20 pg document), ‘Fair Access to Care Services’ guide (12-page	2 – On track

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						document) and ‘Disabled Facilities Grant Introduction’ (8 pg) document. The Group continues to meet regularly to review key documents.	
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	Summer 2010	The provision of older peoples exercise equipment has been identified on the revised master plan for Newham Grange Park, with wider consultation scheduled for the spring. SBC are working with the Friends of Newham Grange Park to submit an application for funding from the PCT. Plans for older peoples facilities are to be considered with the master plan amendments scheduled in April/May for John Whitehead Park. This will be reflected in the design brief scheduled for consultation later this month.	2 – On track	No change to previous update.	2 – On track
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	Richard McGuckin (Chris Renahan)	Ongoing	Consultation and communication work relating to the Momentum project is ongoing. Transport companies are involved in this process.	2 - On track	No change to previous update.	2 – On track



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	location of the new hospital at Wynyard as well as existing hospitals already experiencing the effects of a reduction in bus services.						