

APPENDIX 1**ACTION PLAN: Review of Protection of Vulnerable Older Residents Living at Home**

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	The Office of the Police and Crime Commissioner (OPCC) and Cleveland Police provide assurance around the measures put in place to address the failings highlighted in the Force's recent HMICFRS PEEL assessment around identifying vulnerable victims and providing adequate safeguarding.	<p>As part of the PCC's 'Holding to Account' of the Force, the PCC, through the scrutiny programme, is formally provided with regular updates on the performance and progress of the Service Improvement Programme, where assurance is sought from the Force on the progress, or otherwise, that is being made in relation to all of the areas of improvement outlined in the HMICFRS PEEL inspection, including vulnerability. The PCC undertook a 'deep dive' scrutiny of the Force's performance and progress in relation to vulnerability at the recent meeting on 21 September and regular updates will continue to be received thereafter. The PCC will take up any concerns about progress with the Chief Constable.</p> <p>The OPCC have recently commissioned the provision of two victim support workers that are dedicated to police control room. These roles have been created based on feedback from victims whereby they appreciated the support from VCAS but would have welcomed it at an earlier stage. By having the workers in control room they can immediately speak to the most vulnerable victims / victims in crisis to enable them to cope with the initial impact of the crime and refer on for longer term support to aid their recovery.</p>	<p>Increased and measurable increase in customer satisfaction.</p> <p>An increase in victims accessing support to enable them to cope and recover from the impact of crime</p>	Rachelle Kipling (Office of the Police and Crime Commissioner)	April 2021

APPENDIX 1
ACTION PLAN: Review of Protection of Vulnerable Older Residents Living at Home

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
2	Thirteen extend its older people support service to tenants in the Borough's dispersed bungalows on a needs basis (in line with neighbouring Local Authorities).	TBC	TBC	Thirteen	TBC
3	Thirteen provide assurance around the provision and installation of robust locks that give its tenants adequate security in their own homes, and for any learning on the provision of locks to be cascaded to other local Registered Providers / private landlords.	TBC	TBC	Thirteen	TBC
4	Thirteen provide further assurance around the mechanisms in place to monitor if the number of calls / visits to those tenants requiring support were being conducted.	TBC	TBC	Thirteen	TBC
5	Thirteen liaise with Stockton-on-Tees Borough Council (SBC) Adult Social Care around the identification and provision of recognition equipment for vulnerable tenants.	TBC	TBC	Thirteen Angela Conner (SBC Social Care)	TBC
6	Thirteen consider specific training on dealing with older vulnerable people for its Neighbourhood Co-ordinators, in addition to more in-depth anti-social behaviour training.	TBC	TBC	Thirteen	TBC

APPENDIX 1
ACTION PLAN: Review of Protection of Vulnerable Older Residents Living at Home

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
7	Catalyst collate a list of local befriending initiatives offered by the VCSE sector and partner organisations (including SBC OneCall, Thirteen and Cleveland Fire Brigade), for circulation to vulnerable older people living at home (which can also be advertised via Stockton Information Directory).	Catalyst to bring together a list of local services both voluntary and public, offering befriending support to older people living at home. Information on befriending service to be added to the Stockton Information Directory and Catalyst Directory.	A clear list of befriending services be produced, which can then be produced in a range of formats accessible by older people living in Stockton on Tees.	Jon Carling (Catalyst)	April 2021
8	OPCC and Cleveland Police consider and strengthen their partnership working with Age UK Teesside.	The Victim Care and Advice Service Commissioned by the OPCC have positive working relationships with Age UK Teesside. This is evidenced through referrals that Age UK make to VCAS and vice versa, to support vulnerable older people in Stockton on Tees.	Greater awareness of Age UK Teesside and its services to older people. Increased joint working evidenced through referrals to and from Age UK Teesside from VCAS.	Rachelle Kipling (Office of the Police and Crime Commissioner)	April 2021
9	Stockton Borough Council consider ways in which its current community transport can be used to facilitate access for older people to community-based activities / groups.	Community Transport Service to explore what capacity it has available, within existing resources, to provide transport to older people with no other option to access community based activities. Explore potential resource implications of introducing services to older people to aid in accessing community based activities.	Any available capacity to support older people accessing community based support by utilised to support the recommendation. Explore feasibility of increasing resource to support the recommendation where possible.	Dale Rowbotham (Community Transport – Stockton Borough Council)	April 2021
10	Catalyst undertake an audit of VCSE organisations to establish transport capacity which may support greater accessibility for older people.	Catalyst to undertake a review of current VCSE organisations with a view to identifying capacity for transport which can be used to support old people access community based services.	A position be established identifying possible unused resource that can be used for the benefit of older people living in the borough.	Jon Carling (Catalyst)	April 2021

APPENDIX 1

ACTION PLAN: Review of Protection of Vulnerable Older Residents Living at Home

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
11	SBC and Catalyst produce an easy-read document listing the main contacts for support / advice which can be circulated via Stockton News and by local VCSE organisations to older people living in their own homes across the Borough.	<p>An easy read document in accessible formats identified by community groups be produced detailing the range of services available and how to access them.</p> <p>Catalyst to feed into SBC the linked outcomes in actions 7 and 10 for the information to be also included in new documentation than can be accessed by older people living in Stockton on Tees.</p>	<p>A document detailing all available services including key contract information be produced in an easy read format.</p> <p>Co-ordinated engagement between SBC and VCSE sector to take place for publication of the produced document.</p>	Jon Carling (Catalyst)	April 2021
12	There is a continued push for greater buy-in of E-CINS to foster a joined-up approach across all organisations in identifying and sharing details of those older people who they consider to be 'vulnerable'.	<p>A commitment by all partners to share information in a timely manner to support the wider objectives of safeguarding vulnerable people.</p> <p>Develop and improve information sharing procedures between agencies.</p> <p>To review what the best process and method is to allow for information sharing in order to protect vulnerable people.</p>	<p>An efficient process of information sharing, in respect of vulnerability, to be developed for us by all relevant partners.</p> <p>A shared system in which all partners can contribute to be supported and used effectively by partners.</p>	Marc Stephenson (Community Protection – Stockton Borough Council)	April 2021