

APPENDIX 1

PROGRESS UPDATE – Review of Protection of Vulnerable Older Residents Living at Home

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Protection of Vulnerable Older Residents Living at Home
Link Officer/s:	Marc Stephenson
Action Plan Agreed:	October 2020

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 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.
Responsibility:	Rachelle Kipling (Office of the Police and Crime Commissioner)
Date:	April 2021
Agreed Action:	<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>
Agreed Success Measure:	<ul style="list-style-type: none"> • Increased and measurable increase in customer satisfaction. • An increase in victims accessing support to enable them to cope and recover from the impact of crime.
Evidence of Progress (September 2021):	No update received on this item.

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Assessment of Progress (September 2021): (include explanation if required)	
Evidence of Impact (September 2021):	

Recommendation 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).
Responsibility:	Chris Joynes (Thirteen)
Date:	Review in March 2021
Agreed Action:	Service extension will be on a needs basis and subject to an additional charge (in line with Neighbourhood LAs). Financial model being developed and once complete will start discussions with SBC.
Agreed Success Measure:	<ul style="list-style-type: none"> Number of schemes with additional support provided, funded via SBC.
Evidence of Progress (September 2021):	Thirteen working with SBC have explored the option of extending the model delivered in other LA areas, on this occasion it is not a viable option given the existing service offer which is already available to all vulnerable and/or older persons in our borough via One Call.
Assessment of Progress (September 2021): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (September 2021):	Not applicable

Recommendation 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.
Responsibility:	Chris Joynes (Thirteen)
Date:	Complete
Agreed Action:	Locks fitted are secure by design which meet British Standard. The latch as opposed to inside lock is to enable easy egress from the rear of the building in the case of emergency.
Agreed Success Measure:	n/a
Evidence of Progress (September 2021):	

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Assessment of Progress (September 2021): (include explanation if required)	
Evidence of Impact (September 2021):	

Recommendation 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.
Responsibility:	Kay Glew (Thirteen)
Date:	Complete
Agreed Action:	Daily tick sheets are completed on site, for morning calls and document a physical visit. These are looked at as part of the audit process and sample checked / discussed as part of one to ones.
Agreed Success Measure:	<ul style="list-style-type: none"> Commissioners feedback from our quarterly reviews.
Evidence of Progress (September 2021):	
Assessment of Progress (September 2021): (include explanation if required)	
Evidence of Impact (September 2021):	

Recommendation 5:	Thirteen liaise with Stockton-on-Tees Borough Council (SBC) Adult Social Care around the identification and provision of recognition equipment for vulnerable tenants.
Responsibility:	Chris Joynes (Thirteen)
Date:	March 2021 – decision following option appraisal
Agreed Action:	Thirteen are reviewing options available to replace the equipment within their supported schemes. Discussions with SBC will help form part of the option appraisal.
Agreed Success Measure:	<ul style="list-style-type: none"> Decision made following option appraisal.
Evidence of Progress (September 2021):	Due to the Covid-19 pandemic, work on this recommendation has not taking place as expected. Work has recommenced and Thirteen are currently consider available options to determine the best way forward.
Assessment of Progress (September 2021): (include explanation if required)	3 (Slipped)

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Evidence of Impact (September 2021):	Not applicable
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Recommendation 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.
Responsibility:	Kay Glew (Thirteen)
Date:	Complete
Agreed Action:	All coordinators have been trained in ASB. Action completed. Fully implemented triage service, specialist ASB team supported by fully trained coordinated delivering low level asb services. New processes and procedures being embedded.
Agreed Success Measure:	<ul style="list-style-type: none"> Levels of satisfaction for ASB.
Evidence of Progress (September 2021):	
Assessment of Progress (September 2021): (include explanation if required)	
Evidence of Impact (September 2021):	

Recommendation 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).
Responsibility:	Jon Carling (Catalyst)
Date:	April 2021
Agreed Action:	<p>Catalyst to bring together a list of local services both voluntary and public, offering befriending support to older people living at home.</p> <p>Information on befriending service to be added to the Stockton Information Directory and Catalyst Directory.</p>
Agreed Success Measure:	<ul style="list-style-type: none"> 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.
Evidence of Progress (September 2021):	Catalyst published the VCSE Directory on-line in March 2021. This includes organisations offering befriending services in the VCSE sector in Stockton. Currently, four organisations are listed as providing these services. The

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	<p>directory can be found at https://www.catalyststockton.org/what-we-do/vcse-directory/</p> <p>Post-Covid response, more work is ongoing to produce this list in alternative formats for those without access to on-line resources expected in autumn 2021.</p>
<p>Assessment of Progress (September 2021): (include explanation if required)</p>	<p>2 (On-Track)</p>
<p>Evidence of Impact (September 2021):</p>	<p>Evidence of impact to be reviewed once completed.</p>

<p>Recommendation 8:</p>	<p>OPCC and Cleveland Police consider and strengthen their partnership working with Age UK Teesside.</p>
<p>Responsibility:</p>	<p>Rachelle Kipling (Office of the Police and Crime Commissioner)</p>
<p>Date:</p>	<p>April 2021</p>
<p>Agreed Action:</p>	<p>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.</p>
<p>Agreed Success Measure:</p>	<ul style="list-style-type: none"> • 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.
<p>Evidence of Progress (September 2021):</p>	<p>No update received on this item.</p>
<p>Assessment of Progress (September 2021): (include explanation if required)</p>	
<p>Evidence of Impact (September 2021):</p>	

<p>Recommendation 9:</p>	<p>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.</p>
<p>Responsibility:</p>	<p>Dale Rowbotham (Community Transport – Stockton Borough Council)</p>
<p>Date:</p>	<p>April 2021</p>
<p>Agreed Action:</p>	<p>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.</p>

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	Explore potential resource implications of introducing services to older people to aid in accessing community-based activities.
Agreed Success Measure:	<ul style="list-style-type: none"> 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.
Evidence of Progress (September 2021):	<p>A full exploration of options against available capacity within the service was undertaken post review per recommendation.</p> <p>The service has commenced providing transport to all council community based activities, in support and alongside adult social care. Examples include transport provision to youth clubs, community centres and other community based services delivered from Stockton Business Centre for example. This work is linked in with the wider transport provision under the adult transport policy.</p> <p>In order to increase provision, additional resources to pay for drivers would need to be found as this is not available through available revenue budgets which are largely aligned to both children’s and adult service areas.</p>
Assessment of Progress (September 2021): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (September 2021):	Pre-covid the service provided 7 buses to support access to these community-based activities with further work on going with adult social care to look at additional community based activities in the future as part of business as usual processes in partnership with adult social care.

Recommendation 10:	Catalyst undertake an audit of VCSE organisations to establish transport capacity which may support greater accessibility for older people.
Responsibility:	Jon Carling (Catalyst)
Date:	April 2021
Agreed Action:	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.
Agreed Success Measure:	<ul style="list-style-type: none"> A position be established identifying possible unused resource that can be used for the benefit of older people living in the Borough.
Evidence of Progress (September 2021):	Catalyst published the VCSE Directory on-line in March 2021. This includes organisations offering transport services for older people, in the VCSE sector in Stockton. Currently, one organisation is listed as providing these services. The directory can be found at https://www.catalyststockton.org/what-we-do/vcse-directory/

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	More work in on going to identify other organisations providing transport services as part of business as usual activities post Covid-19 response as part of business as usual.
Assessment of Progress (September 2021): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (September 2021):	Only one organisation currently listed to provide transport services amongst the collective VCSE sector. Further work on-going on a near continuous basis to explore further access to transport for residents including older people living at home.

Recommendation 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.
Responsibility:	Jon Carling (Catalyst)
Date:	April 2021
Agreed Action:	An easy read document in accessible formats identified by community groups be produced detailing the range of services available and how to access them. 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.
Agreed Success Measure:	<ul style="list-style-type: none"> • A document detailing all available services including key contract information be produced in an easy read format. • Co-ordinated engagement between SBC and VCSE sector to take place for publication of the produced document.
Evidence of Progress (September 2021):	Work will now take place this autumn to add any further organisations to those in the VCSE Directory. Once updated discussions will then take place with the council about producing a hard-copy document for inclusion in Stockton News, per recommendation.
Assessment of Progress (September 2021): (include explanation if required)	3 (Slipped) Progress on recommendation 11 has slipped off-track due to the wider Covid-19 response undertaken by Catalyst and VCSE organisations. Recommendation remains ongoing and has been scheduled to be undertaken towards the latter part of 2021.
Evidence of Impact (September 2021):	No evidence of impact currently, to be reviewed once completed.

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Recommendation 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’.
Responsibility:	Marc Stephenson (Community Protection – Stockton Borough Council)
Date:	April 2021
Agreed Action:	<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>
Agreed Success Measure:	<ul style="list-style-type: none"> • An efficient process of information sharing, in respect of vulnerability, to be developed for us by all relevant partners. • A shared system in which all partners can contribute to be supported and used effectively by partners.
Evidence of Progress (September 2021):	<p>A Cleveland wide review of ECINS has been undertaken by the project sponsor which is the Office of the Police and Crime Commissioner for Cleveland. Its widely accepted that ECINS has limitations which reduce its effectiveness as a data sharing tool although further options are currently being considered. This development of future tools is being monitored closely by the Safer Stockton Partnership.</p> <p>Information sharing protocols amongst key partners have been developed further following the review and are sufficient to now allow information in respect of vulnerability to be shared amongst relevant partners with a clear process in place for new partners joining. A commitment has been made by all partners to continue to share information in a timely manner. Daily meetings with key partners are taking place to supplement the wider structure of meetings such as safeguard and team around the individual cases.</p> <p>Whilst a single shared information system is not currently available, intra-partnership information sharing has seen further improvements over the past 12 months further supported by developments in technological aids such as Microsoft Teams which allow for quick and efficient meetings.</p>
Assessment of Progress (September 2021): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (September 2021):	A significant amount of information sharing currently occurs through existing and newly formed partnership groups including a daily meeting. This information sharing is vital to ensure that all partnership agencies are working as efficiently and effectively as possible. Whilst no direct impact can be attributed to this as such, it is clear that without it we would not see the continued development of work around protection of vulnerable people.

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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