

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.

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Evidence of Progress (September 2021):	<p>The current VCAS contract comes to an end on 31 March 2022. The OPCC is in the process of developing a service specification for the future service model which will commence on 1 April 2022.</p> <p>The PCC continues to monitor progress of the recommendations contained within the PEEL inspection through regular updates in the scrutiny programme.</p>
Assessment of Progress (September 2021): (include explanation if required)	2 (On-Track)
Evidence of Impact (September 2021):	Impact to be assessed once complete.
Evidence of Progress (December 2021):	<p>The OPCC continues to closely monitor the progress of recommendations contained within the PEEL inspection report as per the everyday role and function of the office. Many of the recommendations are based around long term improvements within Cleveland Police which will be delivered out over a long period with the OPCC providing scrutiny and ensuring timely delivery of actions.</p> <p>Relevant to the review, the OPCC has tendered for a new victims service which has now closed and the PCC is in the process of evaluating bids received.</p>
Assessment of Progress (December 2021): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (December 2021):	No impact assessment provided.

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.

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Assessment of Progress (September 2021): (include explanation if required)	1 (Fully Achieved) <i>The Committee expressed disappointment with the response of Thirteen Housing Group regarding this recommendation and disagreed with the assessment that this could be signed-off as fully achieved. A future update on this would therefore be required.</i>
Evidence of Impact (September 2021):	Not applicable
Evidence of Progress (December 2021):	No further update provided. Thirteen consider this action closed following progress update from September 2021.
Assessment of Progress (December 2021): (include explanation if required)	Not applicable
Evidence of Impact (December 2021):	Not applicable

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 withing 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)
Evidence of Impact (September 2021):	Not applicable
Evidence of Progress (December 2021):	Recent meetings have taken place to establish the current provision of recognition equipment with both SBC's Adult Social Care and One Call. It has been confirmed that Stockton Borough Councils One Call team currently don't offer this service and we are currently awaiting feedback from adult social care around whether this equipment still exists.

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	Existing referral routes are already in place with Adult Social Care where vulnerable customers require extra support and awareness around the wider service offer via Adult Social Care has been raised within Thirteen again.
Assessment of Progress (December 2021): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (December 2021):	No impact assessment provided.

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:	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.
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 directory can be found at https://www.catalyststockton.org/what-we-do/vcse-directory/ 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.
Assessment of Progress (September 2021): (include explanation if required)	2 (On-Track)
Evidence of Impact (September 2021):	Evidence of impact to be reviewed once completed.
Evidence of Progress (December 2021):	A further update to the VCSE Directory was carried out in July 2021. This included befriending and other support services in the VCSE sector in Stockton that can be offered to a wide range of residents including those older residents living independently at home; Stockton-on-Tees VCSE Directory - 2021.xlsx

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	<p>catalyststockton.org). Older people feature as a dedicated category of the directory along with a break down of services which provide ‘social inclusion’.</p> <p>A further call to the sector to be made to the sector for information around befriending services as many of the current offer has this as a wrap around provision but not as a stand alone service. Once complete, a definitive list will be produced and made available in required formats linked to recommendation 11.</p>
Assessment of Progress (December 2021): (include explanation if required)	2 (On-Track)
Evidence of Impact (December 2021):	No evidence of impact currently, to be reviewed once completed.

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:	<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>
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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Evidence of Progress (December 2021):	A further update to the VCSE Directory was carried out in July 2021 to reflect changes because of the pandemic. Meeting held with SBC communications around next steps for producing information in an easier to read format. SBC communication awaiting final list of services to progress through to completion.
Assessment of Progress (December 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 in the first quarter of 2022.
Evidence of Impact (December 2021):	No evidence of impact currently, to be reviewed once completed.

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