

## APPENDIX 1

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

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

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.

<b>Recommendation 1:</b>	<b>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.</b>
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"> <li>• Increased and measurable increase in customer satisfaction.</li> <li>• An increase in victims accessing support to enable them to cope and recover from the impact of crime.</li> </ul>

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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)	<b>2 (On-Track)</b>
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)	<p><b>1 (Fully Achieved)</b></p> <p><i>The Committee felt that a further update on developments in relation to progress of the PEEL inspection recommendations should be received in around six months. Members were reminded that the OPCC had expressed a willingness to address the Committee directly around this action.</i></p>
Evidence of Impact (December 2021):	No impact assessment provided.
Evidence of Progress (July 2022):	<p>Office of the Police and Crime Commissioner approached for supplementary assurance / evidence in respect of the improvements made following the PEEL inspection. Assurance sought in respect of the inspection recommendations and how Cleveland Police are working toward improving service delivery to residents in Stockton on Tees.</p> <p><b>No update received at the time of submitting papers.</b></p>
Assessment of Progress (July 2022): (include explanation if required)	<b>1 (Fully Achieved)</b>
Evidence of Impact (July 2022):	No impact assessment undertaken.

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<b>Recommendation 5:</b>	<b>Thirteen liaise with Stockton-on-Tees Borough Council (SBC) Adult Social Care around the identification and provision of recognition equipment for vulnerable tenants.</b>
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"> <li>Decision made following option appraisal.</li> </ul>
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)	<b>3 (Slipped)</b>
Evidence of Impact (September 2021):	Not applicable
Evidence of Progress (December 2021):	<p>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.</p> <p>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.</p>
Assessment of Progress (December 2021): (include explanation if required)	<p><b>1 (Fully Achieved)</b></p> <p><i>The SBC OneCall team did not currently offer this recognition service, and Thirteen were awaiting feedback from SBC Adult Social Care around whether this equipment still existed - this recommendation was therefore deemed 'on-track' (as opposed to the 'fully achieved' assessment stated within the published update).</i></p>
Evidence of Impact (December 2021):	No impact assessment provided.
Evidence of Progress (July 2022):	Recognition equipment is not available as standard and not a service provided currently by SBC One Call. It has however been confirmed that the needs of vulnerable people is assessed on a subjective basis and where needs can be met by additional equipment, this will be considered on a case by case basis.

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Assessment of Progress (July 2022): (include explanation if required)	<b>1 (Fully Achieved)</b>
Evidence of Impact (July 2022):	No assessment of impact currently undertaken.

<b>Recommendation 7:</b>	<b>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).</b>
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"> <li>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.</li> </ul>
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 <a href="https://www.catalyststockton.org/what-we-do/vcse-directory/">https://www.catalyststockton.org/what-we-do/vcse-directory/</a>  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)	<b>2 (On-Track)</b>
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; <a href="#">Stockton-on-Tees VCSE Directory - 2021.xlsx (catalyststockton.org)</a> . Older people feature as a dedicated category of the directory along with a break down of services which provide 'social inclusion'.

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	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.
Assessment of Progress (December 2021): (include explanation if required)	<b>2 (On-Track)</b>
Evidence of Impact (December 2021):	No evidence of impact currently, to be reviewed once completed.
Evidence of Progress (July 2022):	<p>A comprehensive assessment of befriending services available in Stockton on Tees has been undertaken. There are four VCSE organisations in Stockton which specifically state that they offer befriending services at varying degrees:</p> <ul style="list-style-type: none"> <li>- Age UK Teesside</li> <li>- Re-engage</li> <li>- Alzheimer’s Society</li> <li>- Pioneering Care Partnership</li> </ul> <p>A check on the other organisations listed in the recommendation suggests that Cleveland Fire Service’s befriending service only operates in Hartlepool. There is little information about Thirteen’s befriending service, and the Stockton OneCall service appears to be a service which answers emergency calls from older people, for example when they have a fall, rather than being a specific befriending service. Age UK do offer a comprehensive befriending service to combat loneliness, both over the telephone and in person; <a href="https://www.ageuk.org.uk/services/befriending-services/">https://www.ageuk.org.uk/services/befriending-services/</a>.</p> <p>Many other VCSE organisations will provide services which encourage and promote friendships, through hobbies, social activities and so on. However, they do not promote themselves as befriending services as defined in the review. Details of all the services on offer have been updated in the directories to better reflect the type of services on offer (<a href="#">VCSE Services in Stockton on Tees</a>).</p>
Assessment of Progress (July 2022): (include explanation if required)	<b>1 (Fully Achieved)</b>
Evidence of Impact (July 2022):	Evidence of impact to be assessed in the future once service users have had an opportunity to access provision and feedback views into established groups.

<b>Recommendation 11:</b>	<b>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.</b>
Responsibility:	Jon Carling (Catalyst)

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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"> <li>• A document detailing all available services including key contract information be produced in an easy read format.</li> <li>• Co-ordinated engagement between SBC and VCSE sector to take place for publication of the produced document.</li> </ul>
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)	<p><b>3 (Slipped)</b></p> <p>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.</p>
Evidence of Impact (September 2021):	No evidence of impact currently, to be reviewed once completed.
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)	<p><b>3 (Slipped)</b></p> <p>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.</p>
Evidence of Impact (December 2021):	No evidence of impact currently, to be reviewed once completed.
Evidence of Progress (July 2022):	<p>There are five VCSE services that specifically state that they offer support and advice to older people (or people generally). They are:</p> <ul style="list-style-type: none"> <li>- AGE UK Teesside</li> <li>- Lighthouse</li> <li>- Middlesbrough and Stockton MIND</li> <li>- Stockton and District Advice and Information Service</li> </ul>

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	<ul style="list-style-type: none"> <li>- The Silver Line (NB this is a national charity with a helpline, and not locally based)</li> </ul> <p>The COVID pandemic put many organisations in a position where they suspended services, and/or operated on-line. This was clearly a challenge for those delivering support to individuals. Post pandemic response, many services are slowly getting back to strength however this has been a relatively slow process therefore our ability to map and accurately reflect this on written literature has been challenging. Webpages have been updated to reflect support available and a commitment will be taken to push this via Stockton News.</p> <p>A key element of Catalyst’s contribution to the Fairer Stockton-on-Tees framework will be to engage with VCSE organisations to develop a better understanding of the links between existing organisations in the sector, and between them and statutory services. The aim will be to increase the numbers of referrals between service providers, and to have a better understanding of the extent to which services are available across the borough, or just in certain geographical areas.</p> <p>One effect of this exercise will be to identify services which haven’t been highly promoted, and which meet needs beyond those which they were intended to. As noted above, there will be VCSE organisations which offer services that have the effect of befriending people, or providing advice and information, even though they do not explicitly do this.</p> <p>Catalyst has committed to this work and by appointing a Fairer Stockton Coordinator is appointed – we are out to advert now. Once more information is available, it will be possible to produce and publish the lists of services envisaged by these recommendations in a much more accurate and wholistic way.</p>
<p>Assessment of Progress (July 2022): (include explanation if required)</p>	<p><b>1 (Fully Achieved)</b></p>
<p>Evidence of Impact (July 2022):</p>	<p>No evidence of impact currently, to be reviewed once completed.</p>

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