

**AGENDA ITEM NO.6**

**OVERVIEW AND SCRUTINY**

<b>Date</b>	<b>17 DECEMBER 2012</b>
<b>Title</b>	<b>OLDER PERSONS ACTION PLAN</b>

**1. PURPOSE/SUMMARY**

- For the Overview and Scrutiny Panel to review the work underway by Fenland District Council to support the localism priority 2:3 – to support our ageing population.
- As part of this agenda item, there is a presentation update from Cambridgeshire County Council on broader issues and projects ongoing in the County, which is key to meeting the needs of Older People.

**2. KEY ISSUES**

- Fenland has an ageing population. It is predicted that by 2050, there will be 25 times as many people living to 100 as there was in 2009. This means that 1 in every 4 children born in Fenland will live to be 100. It is therefore vital that we plan for the future, and that services match needs.
- Some wards in Fenland face particular challenges. The geography of our district means that many residents live in isolated locations and may face challenges in accessing services. It is important that we ensure that residents enjoy a good quality of life, reducing inequalities not only between wards, but also compared to the rest of the country.
- Many residents of Fenland face challenges relating to health. Life expectancy for men is nearly 7 years lower than the UK average. Furthermore, rates of adult smoking, physical activity and diabetes are also far below the UK average. Although health services are one of the main contributors to the wellbeing of our residents, many of the health determinants, such as housing and environment, lie outside the direct influence of healthcare. Therefore, our future Core Strategy developments will ensure that matters concerning Older People’s Health and Wellbeing will be at the forefront of the document. Local services and transportation will be readily accessible, and fear of crime and community safety will be tackled.
- It is recognised that as a District Council we are one part of a bigger picture. To successfully improve the quality of life for Older People, we must work with others to ensure a long term sustainable service provision that meets the needs of our residents across the district. The Council works closely with key partners such as Cambridgeshire County Council, the NHS, Roddons and the Voluntary sector to ensure work is joined up, is of high impact, and effectively uses resources with no duplication.

As part of the Council’s Service team planning, actions to benefit these residents have been put into an Older People Action Plan. This will document projects in place and their progress, which are:

- Golden Age Events and Fairs
- Private Sector Housing
- New Extra Care Housing Scheme at Doddington Hospital

- Disabled Facilities Grants
- Dispersed alarm scheme
- Healthy Homes Service/Handyman Scheme
- Timebank
- Transport Projects
  - Hospital access/service signposting
- Partnership working:
  - Charities
  - British Heart Foundation Coach
  - Warm Homes Healthy People
- Assisted Refuse Collection

This report is primarily designed to provide an overview of FDC led projects to support older people. However, the presentation from Cambridge County Council will also detail some of the partnership work undertaken.

- The Community Led Action Planning day in February 2012, led by Councillor Butcher, helped inform FDC and our partners around Older People's priorities. In October 2012, Cabinet have also supported the adoption of the Health & Wellbeing Strategy, and the older person's priority around 'supporting older people to be independent, safe, and well.' FDC is actively involved in the work to develop a Cambridgeshire wide action plan to support this strategy, which will be adopted in April 2013 by the Health & Wellbeing board.

- FDC is also working to develop improved local partner co-ordination through initiatives such as the local Health & Wellbeing partnership, which is sat on by Councillor Butcher and Councillor Garratt. For the first time, GP's are working together to establish community hubs and signpost patients to appropriate services. Future projects, such as the Cambridge County Council Community Navigators initiative, will be effectively co-ordinated through these local groups and positively contribute to our work around Golden Age.

### 3. RECOMMENDATION(S)

- For the Overview and Scrutiny Panel to review the Older Persons Action Plan.

<b>Wards Affected</b>	All
<b>Forward Plan Reference No. (if applicable)</b>	n/a
<b>Portfolio Holder(s)</b>	All
<b>Report Originator</b>	Lottie Boast – Policy and Performance
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<b>Background Paper(s)</b>	None.

## Older Person Action Plan

<b>KEY</b>		Work Underway – on target, and/or complete		Work Underway – at risk of missing target		Off target/failed to achieve		No action yet required
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Project	Measurable Outcomes	Performance Indicators	Target 12/13	Target 13/14	Target 14/15
Golden Age Projects	To maximise support and access to services for Older Residents	Golden Age Fair organised to support Older Residents in Fenland  Satisfaction levels of attendees	1  80%	1  82%	1  85%
<p><b>Progress</b> Five Golden Age events have been held so far this year, with 100% positive feedback. 300 residents have benefitted to date, and the benefit 'Ferret' has been estimated to have identified over £5000 of unclaimed benefits. 88 people have also claimed a free blood pressure test at these events.</p> <p>The Golden Age Fair held this year also received 100% positive feedback, with over 170 attendees. £4500 unclaimed benefits were identified, and 29 blood pressure tests were carried out. These events provide consistent, targeted communication to Older People and assist with signposting to appropriate services. This has been driven by the Senior Citizens Advisory Group, led by Councillor Cotterell.</p>					
Private Sector Housing	Improving the condition of homes for vulnerable residents in the Private Sector	Number of properties assisted through minor works scheme that eradicate serious Health and Safety risks, as determined by the Housing and Health Safety rating system	20	20	20
<p><b>Progress</b> 19 Vulnerable Households have been helped this financial year to date, in accordance with the 2004 Housing Act. The Council have assisted with issues such as poor heating, insulation and security. This has allowed vulnerable residents to maintain their independence in their safer and warmer home.</p>					
New Extra Care Housing Scheme – Doddington Hospital	To improve the range and type of housing for frail older people – maintaining their own front door and independence	Completion of scheme, and residents moving in	Yes	n/a	n/a

Project	Measurable Outcomes	Performance Indicators	Target 12/13	Target 13/14	Target 14/15
<p><b>Progress</b></p> <p>As part of the FDC Housing Strategy, the Council enabled a new 59 affordable home scheme on the site of Doddington Hospital to be completed this financial year. 50 are available for rent, and 9 others will be used for people who need intermediate care, minor treatment and rehabilitation. £9 million capital came from the Homes and Communities Agency (HCA) and Sanctuary Housing. Revenue support also came from Cambridgeshire County Council Adult Social Care and NHS Cambridgeshire.</p> <p>FDC also enabled the development through:</p> <ul style="list-style-type: none"> <li>o Working as part of the South Fenland Review of Health Services. This concluded that the scheme could help sustain other health services in Doddington</li> <li>o Supporting the bid for funds from the Homes and Community Agency</li> <li>o Planning and Consultation</li> <li>o Helping to secure revenue budget streams and contracts for operational delivery</li> <li>o Marketing the new scheme to the new community</li> <li>o Working in Countrywide presentation of new schemes</li> </ul> <p>The project encourages safe and independent living, with staff onsite 24 hours a day, and is planned to be completed by April 2013. This 'extra care' scheme provides an alternative to residents that cannot manage in their own homes, but do not want or need to go into residential care. Staff will adopt a flexible and 'person-centred' approach, meaning they can accommodate residents who may need additional care and support.</p>					
Disabled Facilities Grants	Allowing Residents to remain in their own home	% of residents who feel that the help we have given has helped to improve their health or wellbeing (one year on from survey)	90%	TBC	TBC
Disabled Facilities Grants	Allowing Residents to remain in their own home	Number of homes adapted to assist vulnerable disabled residents to remain in their own home	70	68	68
<p><b>Progress</b></p> <p>89% of residents feel that the help we have given them has helped to improve their Health and Wellbeing. This feedback was given from residents a year after the works were completed, which positively shows they feel comfortable and secure in their home.</p> <p>By the end of October 2012, 36 residents had received their home adaptations through the Council's Disabled Facilities Grant Scheme, which has a budget of £650,000 in 12/13. Residents receive support through the Council's home improvement agency contract, which is undertaken by the Borough Council of Kings Lynn and West Norfolk on our behalf.</p> <p>Examples of adaptations include grab rails, ramps, stair lifts, and disabled access showers &amp; extensions. Residents have fed back that they are pleased they are able to remain living in their own home independently and safely.</p>					

Project	Measurable Outcomes	Performance Indicators	Target 12/13	Target 13/14	Target 14/15
Dispersed Alarm Scheme	Enabling vulnerable older and disabled household residents to remain in their own home	Number of Households using dispersed alarm scheme  (Number in 2011/12 – 102)	140	TBC	TBC
<p><b>Progress</b></p> <p>The Dispersed Alarm Scheme provides small portable alarms that residents can wear. This ensures that residents can be quickly assisted if a fall or an emergency takes place. Currently, 120 residents are on the scheme enabled by the Council. There are also other schemes from groups such as Roddons and Sheltered Housing providers. Kings Lynn and West Norfolk Borough Council's Care and Repair scheme has a supply of 60 units, and issues them to appropriate discharged patients that may require assistive technology to maintain independence in their own home. Older models of alarms are also being updated to slim line, more efficient versions. Usage and need for dispersed alarms is also monitored; if residents no longer need them, or transfer to a higher level of care, spare alarms are transferred to other residents that may benefit.</p>					
Health Homes Service / Handyman Scheme	Preventing slips, trips and falls for vulnerable older persons	Number of Households receiving health homes service / Handyman service	200	TBC	TBC
<p><b>Progress</b></p> <p>By the end of October 2012, 147 households have been supported through the Healthy Homes Service, which is run by Age UK and funded by FDC, Cambridgeshire County Council and NHS Cambridgeshire. With a grant from the Council of £28,000, Age UK have been able to make minor adaptations and home improvements to make homes safer for some vulnerable older people, also reducing the risk of slips, trips and falls.</p> <p>By the end of September 2012, the Handyman service has supported 114 households in work around the home. This has been delivered through Kings Lynn and West Norfolk. As well as improving safety for vulnerable older people, the service can also improve the appearance of the property. A county-wide project has also been set up to look at how this type of support can be delivered in the future.</p>					
Timebank	Intergenerational Timebank project to increase volunteering opportunities in March East	Successful recruitment of volunteers	28 (by 03/13)	40 (by end of 05/13)	TBC
<p><b>Progress</b></p> <p>The Council is working in partnership with the Volunteers Centre in Wisbech, on a project aimed at sharing skills between younger and older people in March. The project has recently been promoted in Radio Cambridgeshire. Improvement East provided funding of £9000, and FDC provided over £3000 of both financial and in kind support. There are now 14 people signed up to the scheme, which is encouraging social interaction for vulnerable individuals, and community cohesion between a mix of age groups and backgrounds. The current contract ends at the end of May 2013.</p>					
Transport Project	Signposting to transport services, and providing access to local services	Produce 'Getting from A to B' Case Studies	1st 6 case studies	TBC	TBC

Project	Measurable Outcomes	Performance Indicators	Target 12/13	Target 13/14	Target 14/15
<p><b>Progress</b> The first 6 case studies were launched in September 2012 to assist residents, and Health &amp; Social workers about transport choices. Uptake on local transport services is beginning to increase, and initial public feedback has been positive.</p>					
Transport Project	Understanding issues around access to hospitals. Providing local solutions to issues.	Disseminate research results	1	N/A	N/A
		Produce and deliver an action plan	1	1	1
		Produce information about transport choices to hospitals	4 booklets	TBC	TBC
<p><b>Progress</b> In early 2013, results will have been analysed and an action plan produced. FDC continues to work with the NHS, Cambridgeshire County Council, and other key partners to develop solutions. One booklet will be produced for each town and area about accessing specific hospitals e.g accessing Kings Lynn hospital from Wisbech. This will assist local residents, along with Health &amp; Social Care workers. These booklets are being developed in response to local feedback about a lack of transport information to each hospital. This is on target for completion in March 2013.</p>					
Charity Working	Supporting vulnerable residents in 'Operation Get Ready for Winter'	Working with other organisations to signpost to other services and reduce the risk of health complaints/accidents	500 homes	TBC	TBC
<p><b>Progress</b> Progress is underway and will have been completed by December 2012. FDC has worked with the Red Cross, Age UK, Cambridgeshire Fire &amp; Rescue and Ezi-melt (a gritting salt company) to visit over 500 homes in the March North Ward to help vulnerable residents to look after themselves in the winter months. Supplies such as blankets, socks, and hot water bottles are given to people that need them. Residents are also informed of organisations they can contact if they need further support.</p>					
British Heart Foundation's Lifestyle coach	Working with the 60+ age group to increase activity, advise on lifestyle choices, and signpost to services where appropriate. This aims to improve health and maintain independence for the older residents of Fenland.  To identify people over 60's to lead activity in their communities  To lead and develop	Brief interventions i.e blood pressure, wight, body fat percentage and advice on lifestyle choices.	Apr – Oct 12 728 Projected 300	300 (project finishes Aug 13)	N/A
		12 week project (see progress)	350	100	

Project	Measurable Outcomes	Performance Indicators	Target 12/13	Target 13/14	Target 14/15
	opportunities for exercise targeted at the over 60's, by the development of sustainable sessions within the local community.				

**Progress**

The Lifestyle Coach offers a range of activities that promote exercise in the over 60's. With the aim of leaving a legacy of activity behind, the Lifestyle Coach targets 2 key areas in 12 week blocks of the project. The activities provided are:

- o Chair based exercise
- o OTAGO (strength and balance)
- o Postural Stability Classes

The above are alongside health walks and special endurance exercises to promote heart health. There is also a number of brief interventions. Running these sessions aims to encourage residents to consistently take ownership of their health.

The Lifestyle Coach is contracted until August 2013.

Warm Homes, Healthy People	The project will provide emergency heating repairs and replacements for residents who are vulnerable to the cold, receive a low income and are not able to access funding from mainstream grant schemes. Residents will also receive emergency materials to reduce the risk of hospital admissions such as flasks, blankets and shoe grips.	% of residents who feel the help we have given has helped to improve their health or well-being  Number of interventions to those identified as being in fuel poverty.	100%	N/A	N/A
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**Progress**

In November 2012, FDC successfully won a grant of £26,000 from the Department of Health and Cambs County Council. This is designed to provide boiler repair and/or replacement for vulnerable Older People, to try and avoid hospital admissions. The scheme is in its second year and continues to be successful. Funding must have been allocated by 31/03/13. A press statement is about to be released and door knocking has begun.

As a whole, Cambridgeshire County Council was awarded a grant of £250,000. This will be beneficial to many Older People centred organisations/charities in the region, who provide services such as assisted shopping to encourage health and wellbeing.

Care Network, a care co-ordinator, has created a contact list of organisations that can assist with signposting to services that will benefit older people. Using this list, for example, FDC may contact the Red Cross or Age UK as they are best equipped to appropriate support to an isolated Older Person that struggles to complete their shopping alone. This work is being extended further through the Health & Wellbeing partnership. A 'Community Navigator' has just been employed to door knock in Fenland to seek out vulnerable Older People to signpost them to services they may require.

Project	Measurable Outcomes	Performance Indicators	Target 12/13	Target 13/14	Target 14/15
Assisted collections of refuse	Ensuring vulnerable residents can access basic services	Tailoring basic environmental services so they can be accessed by everybody.	By request	N/A	N/A
<p><b>Progress</b>  Environmental Services offer assisted collections of refuse and recycling for residents who cannot move the waste/bin themselves – currently 795 people are signed up for this service. They also offer free clinical weekly waste collections which allow people to be cared for in their own homes – 101 people are currently using this service. Refuse collectors also recommend the scheme to residents if they look like they would be eligible for the service. Formal targets are not set because the demand for the service varies at request.</p>					
Draft Fenland Local Plan – Draft Core Strategy	Creating developments that meet the needs of Older People.	Creating easily accessible services that look after the Health & Wellbeing of Older People	N/A	N/A	N/A
<p><b>Progress</b>  Responding to the needs of Older People by developing communities that look after the Health and Wellbeing of Older People by:</p> <ul style="list-style-type: none"> <li>- Ensuring key services are accessible by walking, cycling and improved public transport.</li> <li>- Building a mix of type and tenure of homes within new developments to cater to the needs of residents.</li> <li>- Building new properties to a Lifetime Homes standard (where appropriate and viable), allowing people to live in their own homes for longer.</li> <li>- Providing health, community and retail facilities in accessible locations.</li> <li>- Providing open green spaces, and improved sports/recreational facilities</li> <li>- Introducing a Crime and Disorder Policy to reduce crime, fear of crime and antisocial behaviour.</li> </ul> <p>These projects have recently been introduced, and progress is ongoing until 2031.</p>					