

SERVICES FOR OLDER PEOPLE

Scrutiny - Improving
outcomes for local
people



“Your Eyes and
Ears”



BASSETLAW
DISTRICT COUNCIL
NORTH NOTTINGHAMSHIRE

Scrutiny is an independent, councillor-led function, working
with local people to improve services

Introduction

The Panel's challenge was to conduct a review of the services provided for Older People by Bassetlaw District Council and to carry out an audit of services for Older People provided by other agencies.

With a cross-party panel of Councillors, we set out to find out what services there were and how they could be improved.

At the Scoping Meeting we looked at the number of services available for older people within the area and decided the various spokespersons we could invite from these organisations. We wanted these invited witnesses to enlighten us on what services they provided and to work out what improvements needed to be made, if any. We found there to be a wide range of organisations providing services to the older person.

With the support from the Bassetlaw Member Older Persons Champion, Councillor Kath Sutton, who attended as an observer, we worked out an agenda of witnesses. She also gave valuable guidance to the review process, which the Panel appreciated.

The Panel worked hard throughout, questioning the invited speakers and reading through the paperwork from various organisations, to help us to understand what was provided and to suggest ways to improve those services. Some members had the opportunity to visit Holderness Grange, a retirement village in Hedon and reported back to the Panel on the facilities.

Two significant issues that came to light in the course of the review were the services provided to the rural areas and access to transport. It was felt this could be looked at in more detail. The second significant issue related to accessing information about services provided for older people in Bassetlaw. Therefore one of the Panel's recommendations highlights the need to produce a directory to inform older people about the services available.

As Chairperson of the Panel, I felt the Panel worked well together and I would like to thank all the Councillors for their input and support throughout the meetings. I would also like to thank all the officers and witnesses for their input.

This is a very important subject within the Community, which will affect us all in the long run, so we must ensure a good quality service today and for the future.

Councillor John A Scott
Chairperson of Select Panel 3



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1. Recommendations

1. Directory of Services for Older People in Bassetlaw

The Panel recommended that:

- Bassetlaw District Council produce a Directory of Services provided for Older People in Bassetlaw by December 2009 and to review this on an annual basis. This should be produced by working with the Retford Action Centre (RAC) and Bassetlaw Community and Voluntary Service (BCVS) as part of their Service Level Agreement.
- The options and costs for producing and distributing the Directory will need further consideration when it has been finalised. The Communications Manager in consultation with the Chair/Vice Chair and Member Champion for Older People will produce detailed recommendations and costings, which will be reported to the Cabinet for approval. The Panel decided that the most effective use of resources is to have a targeted distribution and to work with partners and other service providers. The Panel has proposed that £5,000 should be provisionally identified in the Council's budget to fund the project subject to the availability of the final costings. There will be an ongoing annual commitment of £2,000 to update the Directory.
- A plan should be put in to place for the production, distribution and advertising of the Directory
- Service provision should be mapped on the Council's GIS (Geographic Information System) and any geographical gaps in service provision should be identified
- Ward Members should be assisted to set up self support groups in their areas to meet identified need

2. Planning for the Future

The Panel recommended that:

- Planning Services consider the options available in the Local Development Framework to support the building of Life Time Homes in Bassetlaw. We should encourage builders to adopt the Life Time Homes Standard.
- The Bassetlaw Older Persons Housing Strategy 2007-10 be updated to ensure that it is still fit for purpose within the next 12 months.

3. Living Independently

The Panel recommended that

Extra Care Facilities

- the Council should support the concept of Extra Care Housing Facilities in Bassetlaw.

Bassetlaw District Council/ A1 Housing (Bassetlaw) Ltd.

- A1 Housing to continue to monitor and develop the services that it provides for Older People in response to identified need and available resources.
- the Council continues to monitor and develop innovative schemes such as the Preventative Adaptations Scheme.

Voluntary Sector

- Assist voluntary sector groups that support older peoples services to access funding opportunities such as Funder Fairs
- Continue to fund voluntary agencies such as Retford Action Centre, Bassetlaw Community and Voluntary Service, Age Concern, Rural Community Action Nottinghamshire (RCAN) and Citizens Advice Bureau with Service Level Agreements to provide targeted services to older people

Health Care

- To work with Bassetlaw PCT on preventative initiatives to ensure a good quality of life for older people.

4. Community Transport

It was recommended that Bassetlaw District Council should:

- review the Community Transport that is available for older people in Bassetlaw and the resources to support the schemes
- communicate information about these schemes through the Directory of Services referred to above

5. Member Involvement

It was recommended that:

- Members promote the Older People's Directory within their ward
- the Council's Member Older Persons Champion should liase with individual ward Members to assist them to progress the development of older peoples services in their ward

6. Publicising how to access Older Peoples Services

It was recognised that access to information was important and the Panel recommended that working with Bassetlaw District Council's Communications Team we need to publicise the services that are available through:

- Developing the Older Persons website
- The Council supporting the annual National Older People's Day
- Revenues and Customer Services continuing to hold benefits clinics
- Bassetlaw District Council continuing to support the First Contact Scheme
- Using the existing Older Peoples networks such as Bassetlaw Elderly Action Network (BEAN) and Bassetlaw Over Fifties Forum (BOFF)

7. Produce an Older Person's Strategy for Bassetlaw

As part of the review the Panel has found that Bassetlaw should investigate and identify a model Older Persons Strategy and use this as a template for Bassetlaw to identify gaps in service provision provided by Bassetlaw District Council and its partners to ensure efficient and effective services. The Strategy needs to recognise that Bassetlaw is a rural district and the impact on access to services for Older People. It will also produce a consistent definition of the age ranges that include Older People that will be applied across the Council. It will need to set out how the Council will measure and manage its performance in terms of service delivery.

It is recommended that the Council should produce a Strategy within the next 12 months.

2. Background

2.1. Overview and Scrutiny Committee – June 2008

Bassetlaw District Council's Select Panel 3 was tasked to review Services for Older People by Overview and Scrutiny Committee as part of its Annual Programme of Work for 2008/09.

The supporting statements from Members in favour of this topic suggested that there is a need to engage and shape services for older people with particular emphasis on how the District Council delivers services, either on its own or in partnership. While there is currently an identified Lead Member there needs to be more understanding of the role of the Lead Officer and how services within the Council are delivering services for older people and share information so that services are planned jointly. When the service is being delivered in partnership we must ensure effective communication and delivery.

The review addresses the Council's Corporate Plan Priorities of Safe and Strong.

2.2 Definition of Older People

There is no one commonly accepted definition of 'old age' or older people. The National Service Framework for Older People defined three groups of older people; those entering old age on completing paid employment and child rearing (50 - 60years); those in the transitional stage between healthy active life and frailty (70 – 80 years); frail older people who are vulnerable because of health or social care needs.

In an Age Concern survey published in 2000 How Ageist is Britain, the average age at which the public defined the start of 'old age' was 65.

The Department of Work and Pensions (DWP) in Opportunity Age refers to people aged 60 and over as older people, but also includes people in their 50s as a period when many people take early retirement or prepare for retirement. Opportunity Age in Nottinghamshire, the countywide strategy developed by the Nottinghamshire Older People's Strategic Partnership, with its prime objective 'to maintain and improve the quality of life for older citizens in Nottinghamshire' looks at the 50-plus age group.

2.3 Population

Nationally 16% of the UK population is aged 65+. The total population has grown by 8% in the last 30 years from 55.9 millions in 1971 to 60.2 million in mid-2005, this change has not occurred evenly across all age groups. The proportion of over 65's has increased whilst the proportion of under 16's has fallen.

Locally, in Bassetlaw, in the Census 2001 21.6% of the district's population were aged 60+. Currently for A1 Housing 57 % of tenants are aged over 60. The tables detailed below indicate the anticipated population increases for Bassetlaw.

It is expected that the number of older people in Bassetlaw will increase more than other parts of Nottinghamshire. Older people retire to rural areas such as Bassetlaw and this brings with it problems of access to health services and other facilities such as leisure centres, which keep people healthy.

Figure 1. Projected population in Bassetlaw

	2008	2010	2015	2020	2025
People aged 65-69	5,900	6,500	8,000	7,300	8,000
People aged 70-74	5,000	5,200	6,100	7,500	6,900
People aged 75-79	3,800	3,900	4,500	5,400	6,700
People aged 80-84	2,800	2,800	3,100	3,700	4,500
People aged 85 and over	2,400	2,600	3,000	3,500	4,300
Total	19,900	21,000	24,700	27,400	30,400
Population 65 and over					

Source: POPPI, Crown copyright 2006

2.4 Older People's Policies/Structures

2.4.1 National

Opportunity Age

This was published in 2005 to end the perception that older people are dependent on others for their health and well-being. Its purpose was to ensure that longer life is healthy, fulfilling and that older people fully participate in society. Thirty-three indicators were used to monitor well being and independence to improve the overall quality of life. See Appendix 1.

Implementation of Opportunity Age commitments

This report reviews the implementation of the commitments made in the Government's strategy Opportunity Age in 2005. This included age discrimination legislation in employment and training, reform of benefits, lifetime home standards, free bus travel for the over 60's and free swimming. It also sets out changes in health with the Putting People First social care transformation programme and individual budget pilots. Older people's well being became a top Government priority with a Public Service Agreement 17 in place, this is a framework that details the priorities and aims of the Government and their commitment to deliver improvements to the key priorities. These are:

- the employment rate of those aged 50–69 and the difference between this and the overall employment rate
- the percentage of pensioners in low income
- healthy life expectancy at 65
- satisfaction with home and neighbourhood among the over-65s
- the extent to which older people receive the support they need to live independently at home

Tackling pensioner poverty, Link Age Plus and preventative services were all part of the implementation plan. The delivery of these improvements will come through local authorities developing the Local Area Agreement and more joined up approaches with Partners. There are also frameworks for assessing local authorities and partners' performance and this gives an indication of the direction of the Government's 10-year vision for local authorities.

Building a Society for all Ages

The Government's new national strategy for older people sets out their vision of how society needs to deal with an ageing population and the actions to deliver this. Building a Society for All Ages develops the Government's 2005 strategy Opportunity Age. The strategy is driven by changes in society namely an increase in older people and the need to change the culture around ageing. Currently people under-estimate their life span and under save for retirement. They are also not as physically active as they could be which increases the likelihood of developing major chronic diseases. Older people provide a third of all care for other dependants and this includes children and elderly parents.

Recent legislation and policy such as the Equality Bill, pensions and the Adult Social Care green paper provide a context for the strategy. An implementation plan is included to show how the measures will be delivered. The strategy covers:

Planning for ageing	Older People and families
Digital inclusion	Employment
Public Services for later life	Agreement for action
Building communities for all ages	

The proposals in this document are currently under consultation, which encourages everyone to join the debate about the way we face the challenges of a changing society. <http://www.hmg.gov.uk/buildingasocietyforallages.aspx> closing date for responses is 12 October 2009.

Audit Commission – Don't Stop Me Now

The Audit Commission Report - **Don't Stop Me Now** looked at ways that local Councils could improve the quality of life for older people and help them remain independent and active. This can be done by :-

- reviewing local demographic profiles and reassessing the approach to an ageing population
- identifying how to work with older people and local partners to make more efficient use of public and community resources
- linking local demographic profiles and community needs in age-proofing mainstream services and designing targeted services.
- tackling stereotypes and myths that prevent older people being fully engaged in the community and receiving appropriate services
- targeting spending to have the most impact and improve evaluation and
- using this study to support a management review, or Councillor scrutiny, of support for well-being in later life

2.4.2. County

Joint Strategic Needs Assessment (JSNA) Older People

This document contains information about older people in the County and breaks the information down into districts. It provides a picture of the demographic, health and accessibility of the older population as well as highlighting the inequalities and areas that overlap. The data and research collected enables Local Authorities and Primary Care Trusts to build a picture of the future health and needs of the locality and plan services based around those needs.

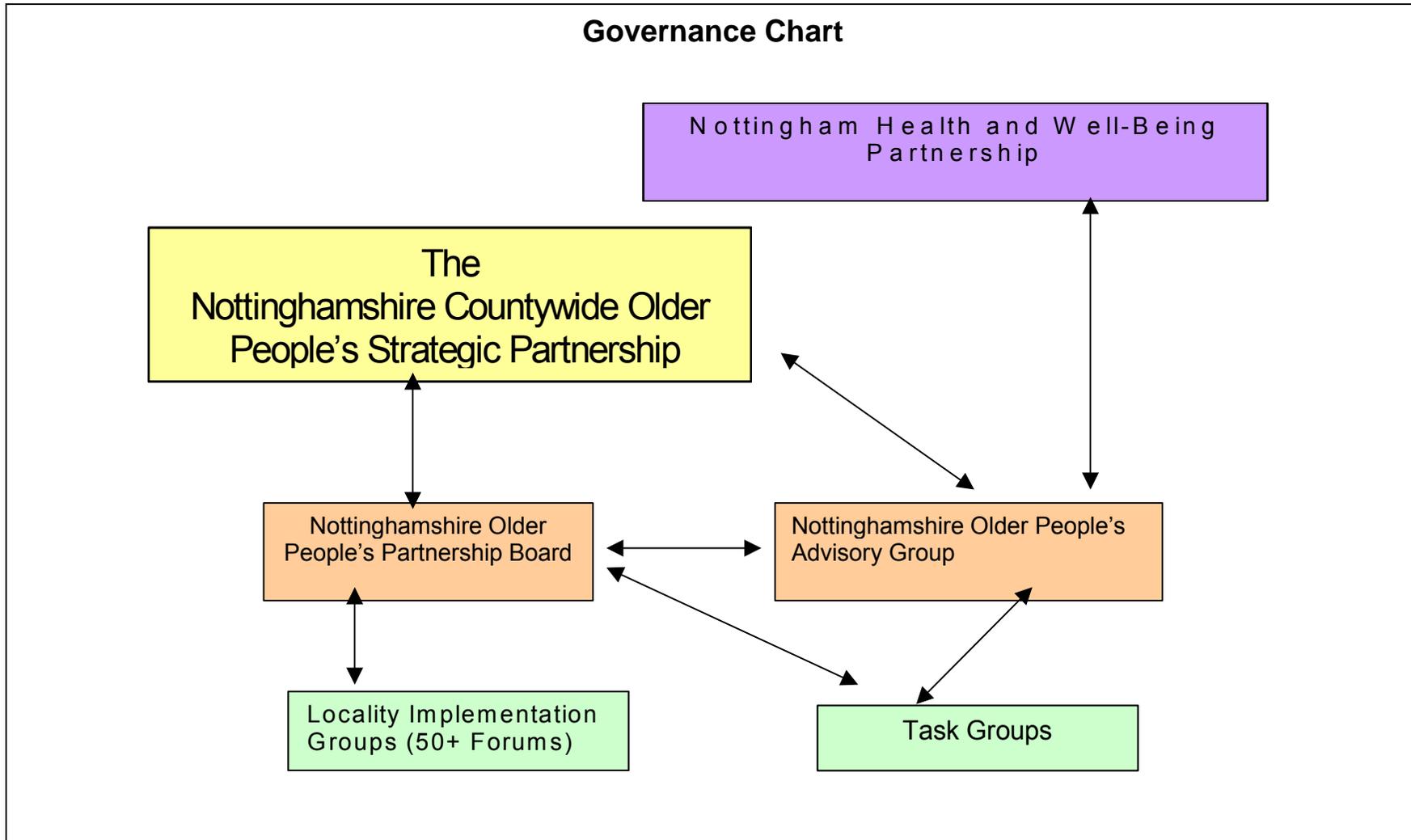
Governance in Nottinghamshire

The Nottinghamshire Countywide Older People's Strategic Partnership brings together representatives at a senior strategic level to reflect the diverse range of partners working to address the needs of older people from all the sectors. This group plans, responds and delivers services in partnership with older people. The Partnership is currently working on the next Opportunity Age Strategy.

The Nottinghamshire Older People's Board has an executive function that ensures accountability and oversees governance arrangements across and between all the elements of the Partnership

The Nottinghamshire Older People's Advisory Group works in partnership with people aged 50+ to reflect and represent the views of older people in Nottinghamshire.

Over Fifty Forums there are eleven forums including Bassetlaw Over Fifties Forum (BOFF), which is a newly formed group. Each forum has a representative on the Nottinghamshire Older People's Advisory Group and is involved in shaping services and sharing experiences.



Nottinghamshire County Council

The scope of the review did not cover care services for Older People as this service is provided by the County Council. The review focussed on Bassetlaw District Council services and those services it delivers in partnership. This is of course an important issue for Older People and the Panel heard evidence from the Locality Manager (Adults), Bassetlaw and Newark Locality, Nottinghamshire County Council. He outlined the diverse range of services provided by the County Council including mental capacity assessment, key safes, direct payment for care, self directed care, safeguarding older people from abuse, meals service, Occupational Therapist assessments, residential and nursing care, carers vouchers, benefits advice, sheltered employment for Older People, transport services and grant aid to the voluntary sector to support older people in the community.

Nottinghamshire County Council also works in partnership with Retford Primary Care Centre to provide a day care facility for older people with mental health problems, home carers provided by the independent sector, working with the District Council Telecare where the use of IT monitors movement in the home, home from hospital schemes, health promotion and prevention working with the PCT and the Public Health Unit, Abbey Grove extra-care facility, Intermediate Care for rehabilitation, falls prevention with the PCT, local lunch clubs (working with the voluntary sector) and working with A1 Housing adapt property to help people remain in their own homes.

2.4.3 Local

Bassetlaw Local Strategic Partnership

Bassetlaw Elderly Action Network (BEAN), is a Sub-Group of the Local Strategic Partnership (LSP) reporting through the Health Sub-Group. BEAN was originally a voluntary sector network, but gradually evolved into a sub-group of the LSP. Administrative support for BEAN was provided through the Retford Action Centre and has been instrumental in the development of the Bassetlaw Over 50's Form (BOFF). BOFF had its official launch on 6 November 2008 in Retford Town Hall. Retford Action Centre provide the administration for BOFF which is able to lobby and influence local authorities, primary care trusts, etc within the services for older people agenda.

Bassetlaw District Council

Bassetlaw District Council currently does not have a Policy Statement on Older People's Services or an Older Peoples Strategy. The review offered a real opportunity to for the Council to develop the way forward.

It does however have Older Peoples Housing Strategy 2007-10. It covers the five key areas identified in the Government's Quality and Choice for Older People's Housing: A Strategic Framework including

- To ensure older people are able to secure and sustain their independence in a home appropriate to their circumstances;
- To support older people to make active and informed choices about their accommodation by providing access to appropriate housing and services and by providing advice on suitable services and options.

Bassetlaw District Council recognises that these objectives cannot be met without the collaboration of our partners in health, social care and the voluntary and community sector.

Key roles within the Council: -

- Older Peoples Champions Councillor Kath Sutton is the Bassetlaw District Council Member Champion for Older People.
- Ros Theakstone, Director of Corporate Services is the Lead Officer for Older People's Services at Bassetlaw District Council.

2.5 Role of the Voluntary Sector

Bassetlaw District Council has Service Level Agreements in place with key voluntary organisations. Some of these have specific requirements to provide services for older people. Examples include:

Age Concern, (Harworth and Bircotes) which provides 'assistance to the elderly by providing practical support, advice, facilities, resources and activities to improve their quality of life'.

Retford Action Centre - provision of information on self help and support groups, weekly luncheon/social opportunities for older people, support for the Bassetlaw Over Fifties Forum. This organisation has agreed to compile the Older People's Directory and keep this up to date as part of the Service Level Agreement.

Bassetlaw Community and Voluntary Service - is an umbrella organisation that provides information and guidance to all groups – including those that represent the interests of older people. This organisation has agreed to compile the Older People's Directory and keep this up to date as part of the Service Level Agreement.

Bassetlaw Over 50's Forum (BOFF). BOFF had its official launch on 6 November 2008 in Retford Town Hall. Retford Action Centre provide the administration for BOFF, which is able to lobby and influence local authorities, primary care trusts, etc within the services for older people agenda.

Rural Communities Action Nottinghamshire (RCAN) - the support provided to the rural communities in Bassetlaw is not specifically targeted at 50+ but the work of the Rural Officer is to improve the quality of life and reduce the effects of rural isolation. Their aim is to address social disadvantage by funding advice and support, working with groups such as the elderly to promote social inclusion and develop access to rural services.

3. Scope of Review

Terms of reference

ISSUE	ACTION
<ul style="list-style-type: none"> (a) To review the current service provision for older people provided by the District Council (using the recommended model to audit Council provision) (b) To identify areas where there are gaps in provision and where provision could be improved (c) To review the impact an ageing population will have on Council service provision and how best to prepare for these demands 	<ul style="list-style-type: none"> (a)-(c) Witness Questions (a)-(c) Audit questions to Heads of Service at Bassetlaw District Council
<p>To carry out an audit of service provision for older people provided by other agencies and review how these services are publicised</p>	<p>Survey of statutory, voluntary and community providers asking:</p> <ul style="list-style-type: none"> a) Where is the service provided? b) Is this a free or charged services? c) How is the service publicised - and to get examples of these publicity materials d) How many people is this serviced delivered to? e) Are there any threats to this service continuing?
<p>To gain feedback from older people on the services that are currently provided for older people and their ideas on how services could be improved including costings and resources.</p>	<p>Survey of BOFF members.</p> <ul style="list-style-type: none"> a) Meeting with BOFF and Bassetlaw Youth Assembly on intergenerational issues. b) Members of Panel to attend weekly Thursday Lunchtime Club for Older People, Retford Town Hall
<p>Future Development</p>	<p>Review of Older People as an asset in the community - volunteering</p>

4. Method of Review

4.1 The following Councillors were appointed to be members of Select Panel 3:

Councillor J. Scott, Chairman
Councillor Mrs. M.W. Quigley Vice-Chairman
Councillor V. Bowles,
Councillor H. Burton,
Councillor C. Entwistle,
Councillor G. Freeman,
Councillor D. Hare, replaced Cllr H.Colton June 2009
Councillor Mrs. S. Isard,
Councillor B. Jones,
Councillor A. Rhodes,
Councillor Miss M. Stokes,

Councillor Mrs. K. Sutton, Member Champion for Older People, as an Observer/ Advisor to the Panel

4.2 The Panel scheduled meetings with witnesses on the occasions detailed below:

Date	Objective	Witnesses
15th January 2009	Scoping Meeting	Ros Theakstone, Director of Corporate Services Wendy Pigott, Strategic Housing Development Manager Gillian Blenkinsop, Corporate Development & Policy Manager/Deputy Head of Service
28th January	Approaches to supporting people to live in their own homes and the provision of suitable housing to meet the long-term needs of Older People.	Wendy Pigott, Strategic Housing Development Manager
17th February 2009	Voluntary sector support for Older People in Bassetlaw	Lynn Tupling, Manager of the Retford Action Centre Margaret Harrod, Project Manager Bassetlaw Home from Hospital Scheme.

Date	Objective	Witnesses
5th March, 2009	Care services provision in Bassetlaw.	David Whitham, Locality Manager [Adults], Bassetlaw and Newark Locality Nottinghamshire County Council
10 th March 2009	Panel to look at the range of accommodation and services provided by Extra Care Facilities	Visit to Hedon Retirement Village operated by Hicalife
1st April, 2009	Review of Progress	None
16th April, 2009	Rural issues and support for Older People in Rural areas	Karen Tarburton Rural Officer Bassetlaw District Council
1st June, 2009	Health issues affecting Older People	Cheryl George, Health Improvement Principal, Bassetlaw Primary Care Trust
18th June 2009	To listen to issues that affect Older People in Bassetlaw	Older People's Representatives in Bassetlaw Bill Waddell, Tenants and Residents Association, Worksop East Freda Robinson, Parish Councillor Meryn Witts, Member of BOFF
8th July, 2009	To produce the recommendations for the Draft Final Report	
7 th September 2009	To consider the Draft Final Report and Recommendations	

4.3 External Evidence Gathering

4.3.1 Services for Older People Survey on the Bassetlaw DC Website

We carried out a review of the services that the Council provides for people aged 50+ in the District to help improve existing services and/or develop new services. People of all ages were encouraged to respond to the survey and not just older people. The questions are included in Appendix 2. There was a limited response to the survey but they indicated that service provision was good across the range of services.

4.3.2 Visit to Hedon Retirement Village

The Select Panel visited Holderness Grange Retirement Village in Hedon. It was set up in 1992 by the then Humberside Council as a not for profit trust that provided care homes and domiciliary care. However, more recently it has developed into extra care housing with a number of smaller schemes and gradually moved into retirement villages.

The retirement villages were for people aged over 55 who did not want to move into care homes, but can still live within a supportive environment. The demographic statistics show that 75 percent of people aged over 65 will be home owners, therefore many people would like this to continue, rather than move into care homes as they get older.

In Holderness Grange, there were 143 units, which all had two bedrooms and were a mix of housing styles, for example, bungalows, apartments and two storey town houses. Residents own the property for a 999 year lease and have access to a range of facilities, for example, family room, bar, bowling green, dance studio, etc. The site included many ponds and landscaped gardens, a bowling green and seating areas. Each property had their own front door, but would not be allocated a parking space, as there was nearly one parking space per property. However not all people living in Holderness Grange would have a car. It had taken five years to build Holderness Grange.

There is a service charge of £32 per week, which is fairly low in comparison to other associations. It includes ground maintenance, window cleaning, some classes and pays for non-care staff.

Members of the local community are encouraged to use the communal facilities.

Residents were still entitled to housing benefits and supporting people funding. Care is flexible and based on the needs of the individual. HicaLife is an approved provider and have their own care team to support people in their own homes. Currently they do not have a care team within HicaLife 24 hours a day seven days a week, as the needs of the current residents do not require this. As more units get sold and people get older, it is expected to have a full-time extra care team within HicaLife.

The retirement villages are not a replacement for care homes, and if people have high levels of dependency, there is always the option to move to a care home. Tailor made care packages are flexible to suit an individuals needs. The emphasis on retirement villages is prevention, well-being and a good quality of life. Within retirement villages, people can be involved in activities and live an independent life, but still receive care if they need it. Retirement villages provide an alternative option for people who wish to continue living in their own homes, whilst also providing for old age and flexibility with regards to their care needs. Many older people want a range of options.

4.3.3 Warwick University Research Consortium Local Authority Exclusion Network (LASE) meeting on 29TH April 2009

- **Working Together for Older People in Rural Areas**

Cllr K Sutton attended the meeting. The Social Exclusion Task Force, Cabinet Office presented information on the ageing rural population and discussed the issues of

- internal migration and rising life expectancy
- the health gap as poorer people are generally less healthy
- fuel poverty
- transport - older people have lower incomes and so have greater difficulty accessing service
- independent living
- social exclusion and isolation

Cllr K Sutton informed the meeting about what was happening in Bassetlaw including Community Transport, First Contact, Do You Need A Hand (DYNAH) and the Befriending Scheme and that compared to other areas Bassetlaw does well for older people's service provision.

4.3.4 First Contact Self Referral Scheme

This scheme was launched by Retford Action Centre on 23rd March, 2009. Councillor Miss Stokes attended on behalf of the Panel and Councillor Sutton as the Council's Older Persons' Champion. A range of County Council speakers and representatives of groups for older people attended. Several representatives based outside Bassetlaw commented that it was the sort of scheme needed in their area. People gave personal stories of the use of the scheme and how it had helped people organise their lives successfully. The scheme promotes the take up of specialist services for older people. Initially the scheme only allowed for individuals to be signposted to services via agencies. This has now changed and individuals can access the scheme at a single point of contact, where a checklist is completed for them. In Bassetlaw this is "County Contact". They forward referrals to each "pathway" generated from the checklist. A representative from the organisation will then contact the person to discuss what services are available within 28 days

4.3.5 Visit to Cherwell District

Councillor Mrs. K. Sutton visited Cherwell - a local district which is recognised as an excellent Council. The Older Persons Champion has been working for six years and has a budget of £70,000 per year.

The schemes for older people in the District include a cinema screen which can be used to show films and is used approximately 250 times a year, concerts for older people and the Older People Services Directory.

The Council uses its GIS system to map the location of each group that provides activities for older people. By using this, the Council can identify 'hot spots' of social activity. It also runs such a scheme where the District Council pays for the first meeting and then encourages the local community to organise themselves into a Group.

4.3.6 Survey of District Council Members and Parish Councils

The survey carried out by District Council Members in their own Wards and Parish Councils, showed the diversity of activities available and the gap in the availability to access activities for those in the more rural areas of the District. Some villages had teamed up to share activities, but this meant that transport was an issue.

The range of activities encompassed a spectrum of clubs from local history to keep fit. There was also luncheon clubs and befriending groups often housed in the local community centre and run by both volunteers and other service providers. In some of the larger villages such as Carlton-in-Lindrick, there was activities arranged for most days of the week, whereas some areas only had one or two mornings or afternoons. This survey highlights that there are often more activities organised for older people who live in sheltered and supported housing, where there is higher proportion of older people in the locality.

4.3.7. Survey of Village Halls

Following the survey carried out by Members, it was thought that a survey of available community sites should be identified where activities for older people could take place. This revealed a wealth of resources, where in some cases very little activity was taking place. The survey was able to see what amenities were available, parking, licenses and capacity and the contact details for those wishing to hire the building. Some village halls are used by a whole range of groups and provide lots of activities; Clarborough Village Hall is one such example. However this is not the case across the district, many of those reporting no activities do have a venue, such as a village hall.

RECOMMENDATIONS

5. Directory of Services for Older People in Bassetlaw

Evidence for Recommendation

Bassetlaw is a rural district and access to services and information is an issue for residents. This becomes more important for older people to maintain their quality of life. The aim of the Directory is to have information readily available in one document that it is regularly updated.

5.1 Audit of Bassetlaw District Council Services for Older People

It was evident from the audit that there was no single definition for older people that was consistently being used by all of Bassetlaw District Council services. The Government wants Councils to consider older people not only as needing care but also as active members of the community who make a positive contribution. However many of the services confirmed that their services were universal and did not distinguish between any age group. The audit also highlighted the limited information available about the number of older people using Council services and details of their service experiences. The Council provides a range of focussed services for older people including leisure activities, transport and a warden/community alarm service. From a strategic point of view older people's needs are being considered by Planning e.g. Lifetime Homes Standard and in more targeted future communications and consultation. For further details please see Appendix 3.

Sports Development	Health Walks, seated exercises, support local clubs that provide activities for 60+
Leisure Services	Free swim for 60+, Young at heart fitness classes, GP referral and tailored packages for the gym. Walking
Warden Service	Call centre and peripatetic or onsite wardens, fall detectors, exit sensors for those with dementia
Supported housing service	Warden support, 24 hour monitoring, emergency callout and sheltered accommodation with extra care facilities
Preventative Adaptations Service	To fit and supply adaptations to resident's home.
Revenues and Customer Service	Benefits, Council Tax, housing, travel card, signposting to the Pensions Service
Environment Services	Assisted collections for refuse
Environmental Health	Warmfront – advice and information on energy efficiency
Planning Policy`	Housing needs of the future currently consulting re Lifetime Homes standard

5.2 Services provided in Bassetlaw District Council's Community Centres and Sheltered Schemes

All of the Council's community centres have activities for older people run either by older people themselves or by voluntary/charitable organisations.

The five Sheltered schemes also run activities for the residents and older people in the surrounding community.

5.3 Audit of Services/activities provided in communities for Older People

A directory of predominantly health and social care services is provided by the Retford Action Centre. It can be found at www.retfordactioncentre.org.uk/older_people.htm or a brief outline can be found at Appendix 4. This Directory is not as comprehensive as the one that the Select Panel wish to see produced. It is supported by other information for older people's services which is featured on the Retford Action Centre's website. The Bassetlaw Community and Voluntary Service also has information related to groups/organisations that represent older people's interests featured on their website.

5.4 Audit of Services Provided in the District by Bassetlaw District Councillors

As part of the research for this review Councillors were asked to complete a survey of activities available in their wards. This showed that there was a range of activities available from keep fit to computer classes. It also highlighted that some of the more rural areas had very few services available in their locality and residents had to travel to other areas to access activities. From the survey that Members carried out they found that people running activities in communities were on the whole volunteers. Many of the clubs met in either a Community Centre or Village Hall. A list of all of these venues is included in Appendix 5

5.5. Directory for Bassetlaw

There are many sources of information for older people on the services that are available in the District. The Panel wants to have one Directory that will bring all the information together.

The Panel wants to produce a Directory using the Cherwell District Council template. The Member Champion for Older People had seen benefits of the Cherwell Directory as she had visited the Council .

There was discussion about the option of a web-based only directory but many Older People do not use the Internet so a paper version is the preferred option with a web-based version also available.

It is a lengthy process to collate the correct information but it will identify gaps in service provision. In the long term it is recommended that location details of activities for Older People across Bassetlaw should be mapped on to the Council's GIS system. This will help Members and service providers to identify possible gaps in service provision.

The Panel wanted the Directory delivered to all the households in Bassetlaw and considered various options such as using the Council's newspaper Bassetlaw News. This would be very expensive and households where there were no older people resident would receive the information. The approximate cost of delivery to every household could be £6,500 but this will depend on the weight of the finished document as cost is based on weight. The cost of producing a directory has been estimated at £1.56 per copy – based on a 60-page directory in black and white – with a colour cover delivered to 49,000 households. This would cost £56,448. It was agreed that the costs would be too prohibitive for this type of distribution and that a more targeted approach should be considered.

There was a discussion about targeted delivery and focussing distribution of the directory to places where older people meet or placed at communal distribution points such as Libraries, Post Offices, GP's and Village Halls. The Rural Mobile Contact Point could also be used. Other options considered included different versions e.g. East and West editions to reduce the size of the document or geographic specific ward information sheet for Councillors to distribute in their local area. The agreed proposal was to have a loose leafed ring binder available at major contact points such as libraries and One Stop Shops which could be easily update by removing out of date pages and to have a stapled edition for other contact points such as Village Halls and GP's Surgeries.

The Directory can be supported by a card with a single contact number so that there is always access to an up to date Directory. It is suggested that the single point of contact could be the Council's own One Stop Shops. The Directory should be advertised in Bassetlaw News when it is launched and the contact number and website address publicised. Other agencies such as AI Housing's In Touch newsletter, First Contact and Parish newsletters could be used to promote the Directory.

The Panel also wants the Council to work with partners such as A1, Bassetlaw PCT, Nottinghamshire County Council to produce the directory and investigate possible funding contributions.

Officers have held discussions with Retford Action Centre and the Bassetlaw Community and Voluntary Service (BCVS). Bassetlaw District Council has Service Level Agreements with both organisations and they have agreed to produce the directory using the Cherwell template.

The details of the distribution will be finalised once the directory is completed. There is the option for the Councillors to deliver to the households in their ward with Older People. There has also been a proposal to use Neighbourhood Watch to have free distribution to potentially 12, 000 households in Bassetlaw.

The financial implications will need to be identified and appropriate budget provision made to produce the Directory, arrange it distribution and arrange for it to be updated.

It is suggested that hard copies of the Directory are updated annually and that the web based version is updated on an ongoing basis but at least quarterly.

The Communications Manager in consultation with the Chair/Vice Chair and Member Champion for Older People will produce detailed recommendations and costings, which will be reported to the Cabinet for approval. It should be noted that there will be an ongoing financial commitment to maintain the accuracy of the information in the Directory. The Panel has proposed that £5,000 should be provisionally identified in the Council's budget to fund the project subject to the availability of the final costings. It is proposed that there will need to be an annual budgetary provision of £2,000 to be agreed by Cabinet.

5.6 Role of Ward Members

In Cherwell the District Council runs a scheme where the District Council promotes the creation of groups for older people by paying for a community group's first meeting and then encouraging the local community to organise themselves into a longer term group. It helps promote more cohesive communities and tackles social isolation. Cherwell originally had 88 community groups and over the last five years it has increased to 200 groups. From April 2009 Bassetlaw District Council Members were given £1000 as a Councillors' Community Grant to support activities in their ward. Members could encourage the setting up of local groups to meet the needs of older people and overcome rural isolation by using this fund if they felt this was appropriate in their wards. Equally elected Members could promote the availability of services for older people and activities in their ward.

Recommendation:

Directory of Services for Older People in Bassetlaw

The Panel recommended that:

- Bassetlaw District Council produce a Directory of Services provided for Older People in Bassetlaw by December 2009 and to review this on an annual basis. This should be produced by working with the Retford Action Centre (RAC) and Bassetlaw Community and Voluntary Service (BCVS) as part of their Service Level Agreement.
- The options and costs for producing and distributing the Directory will need further consideration when it has been finalised. The Communications Manager in consultation with the Chair/Vice Chair and Member Champion for Older People will produce detailed recommendations and costings, which will be reported to the Cabinet for approval. The Panel decided that the most effective use of resources is to have a targeted distribution and to work with partners and other service providers. The Panel has proposed that £5,000 should be provisionally identified in the Council's budget to fund the project subject to the availability of the final costings. There will be an ongoing annual commitment of £2,000 to update the Directory.
- A plan should be put in to place for the production, distribution and advertising of the Directory
- Service provision should be mapped on the Council's GIS (Geographic Information System) and any geographical gaps in service provision should be identified
- Ward Members should be assisted to set up self support groups in their areas to meet identified need

6. Planning for the Future

Evidence for Recommendation

6.1 Life Time Homes

It is important that new built homes will meet the needs of older people as they become frailer and less mobile. The Lifetime Homes standard has 16 standards ranging from access to the property to internal layout. Lifetime homes meet the varying needs of different occupiers - from young children through to frail older people and those with temporary or permanent disabilities. The Government brought in regulations, which cover accessibility and Lifetime Homes features for all housing built after October 1999. The new regulations mean that homes can be adapted more easily as people's lives change. It is suggested that it will save £5.5 billion over sixty years because of reduced expenditure on adaptations and reduced need to move people to residential care. There would be further savings in health care and re-housing costs.

Building all new homes to Lifetime Homes Standards will play a vital role in meeting the needs of older people and promoting their independence. We need to ensure that adequate housing is available for older people including those with care needs.

It is also essential to plan for the correct mix of suitable adapted properties for people who are disabled, the right size of properties as family units get smaller but expectations grow, and for choice between for sale, shared ownership and social (for rent) housing. As more and more people live to be ninety plus, we need to ensure plans are in place to meet their needs. There also needs for a high quality housing support service linked to social care and health services. Growth and rising expectations of older people will challenge some existing sheltered housing provision. To prepare for this the Council and other providers of sheltered housing need to consider if, and how existing schemes can meet the future needs of an ageing population and, in particular, an increasing number of very old (80+) people.

The Council is currently preparing its Local Development Framework which is the spatial plan that reflects the needs and ambitions of the local community. It is an opportunity to look at ways to encourage developers and builders to adopt the Life Time Homes Standard for new homes built in Bassetlaw

6.2 Older Peoples Housing Strategy 2007-10

Bassetlaw District Council's second Older People's Housing Strategy and action plan builds on the first one, 'First Steps', which was developed in 2003 and aims to encompass the objectives of the Government's Quality and Choice for Older People's Housing: A Strategic Framework which covers the following themes: -

- ◆ **Diversity and Choice** – ensure the provision of services which are responsive to all older people's needs and preferences

- ◆ **Information and Advice** – ensure that information and advice is accessible to both professionals and older people themselves on a variety of housing and support options available
- ◆ **Flexible service provision** – review housing and service models to improve flexibility
- ◆ **Quality** – emphasise the importance of quality housing and support services, both in terms of ensuring homes are warm and safe and in the monitoring of services provided
- ◆ **Joint Working** – improve the integration of services delivered by housing, health and social services

The strategy also reflects the countywide priorities to:

- ◆ Work towards lifetime homes standards to assist independent living at home
- ◆ Support the development of Home Improvement Agencies in Nottinghamshire
- ◆ Support the development and sustainability of handypersons schemes
- ◆ Support and ensure sustainability of voluntary sector schemes offering practical support in the home
- ◆ Work with Supporting People to ensure that support services reflect and respond to the needs of older people
- ◆ Link developments to the Supporting People 5-year strategy
- ◆ Ensure there are a range of housing options to meet aspirations
- ◆ Work with partners and older people to develop housing tenure options
- ◆ Work with partners to develop Assistive Technology to support independent living
- ◆ Ensure that residents from sheltered housing schemes are involved in shaping outcomes
- ◆ Promote the availability of independent housing legal advice
- ◆ Develop sheltered housing as a resource for local activities, including healthy living and information.

The four Districts of Bassetlaw, Bolsover, Chesterfield and North Derbyshire in the Northern Sub-Region of the East Midlands commissioned a Housing Needs Study of Older Persons. This identified the need for housing options and appropriate accommodation.

The key findings of the report were: -

- Almost all of the supply of specialist older people's accommodation and support services are concentrated in the social housing sector
- Under-supply of specialist housing (sheltered/extra care/very sheltered schemes) are mainly in the private sector
- Supply of bungalows and flats designed for older people in the social housing sector is very large in Bassetlaw

- Most people want to stay in their own home as long as possible

Most identified the need for help with garden maintenance and people are unaware of the available services such as Home Improvement Agency (HIA). The HIA in Bassetlaw is not yet fully developed. The HIA helps people remain in their own home by providing home preventative adaptations, grab rails, gardening schemes. Currently the Preventative Adaptations Scheme is run by A1 Housing but is jointly funded by Nottinghamshire County Council, Bassetlaw PCT and Bassetlaw District Council.

Good access to services decreases once people are unable to drive

The key recommendations of the report were

- Ensure a suitable supply of accommodation for older people with access to services
- Support services to allow older people to live at home as long as possible
- Access to good quality information

As a result Bassetlaw will review its Older Persons Housing Strategy 2007-10 to make sure that it is fit for purpose.

Recommendation:

Planning for the Future

The Panel recommended that

- Planning Services consider the options available in the Local Development Framework to support the building of Life Time Homes in Bassetlaw. We should encourage builders to adopt the Life Time Homes Standard.
- The Bassetlaw Older Persons Housing Strategy 2007-10 be updated to ensure that it is still fit for purpose within the next 12 months.

7. Living Independently

The Panel recognised that there are people who want to be independent and need access to support but also that it is a sensitive issue and some people will not take help.

Evidence for Recommendation

Extra care Facilities

7.1 What is Extra Care?

People have their own self-contained homes. They have legal rights to occupy that are underpinned by housing law. This means there is a clear distinction between extra care housing and residential care.

Extra care housing can enable most older people to continue to live independently and have the same privacy they would have in any other kind of housing but with access to other services and facilities that help them. It is often a preferable choice to residential care.

Many Extra Care housing schemes provide well-designed housing that enables people to self-care for longer and give them access to care and other services, which help them retain their independence.

There are usually housing services, housing related services and care services provided. There is usually a restaurant or provision for people to have some meals prepared for them. In addition there can be domestic services and social activities. In some large developments and those that serve a wider community people may also have access to keep fit, a gym, hobby classes and activities?

Typically in developments built with public subsidy that has at least some social rented properties, there will be someone who manages the building, manages cleaning staff and co-ordinates a range of services in relation to the building. In addition there will also be someone who manages or coordinates the care and other services such as meals and social activities.

In the social sector there is usually a contract to provide care, which is between the Social Services Department and the care provider. Some private sector schemes also offer a range of tenure and service options and may have a care contract with the local authority. Regardless of the arrangements for care and support if residents are assessed by Social Services as requiring care they will have an individual care package that is tailored for them. Similarly if a resident is assessed as needing support they will have a support package put in place.

Extra care can provide a range of facilities and in Bassetlaw it is provided at the lower end of the range at Westmorland House, Bircotes and at Abbey Grove, Worksop. Hicalife provides extra care at the top end of the range at Hedon. The proposed site at Retford will provide middle range facilities. Hicalife is a non-profit making organisation it is not a private company. The next generation will have different expectations for the level of care that it receives and the quality of life as an older person.

The Panel heard evidence about a potential retirement village in Retford. It is proposed that it will be for approximately 100 units and will be built over a number of years. The County Council would retain the nomination rights to 30 units and the remaining 70 would be for sale on the open market by the developer. The Strategic Housing Development Manager, Bassetlaw District Council will be on the commissioning body for the Retford site and would like to hear people's views on any proposals. A smaller development of 50 units is proposed for Worksop and both are subject to planning permission.

There were concerns about people who could not afford to pay for care in such a facility and the fact that demand for a place may exceed supply. People are assessed according to their needs and if they meet the criteria then care will be provided.

7.2 District Council

The Preventative Adaptations Scheme was aimed directly at people over 60 (tenants and owner-occupiers) and allows people to request minor adaptations, for example, grab rails, stair rails, for a small fee of £15.00. It helps people feel safe in their own homes by providing low cost adaptations without a formal assessment. Minor adaptations in the home can often help to reduce the risk of falling, improve self-confidence, make individuals feel safer and give peace of mind to families and friends.

7.3 Voluntary Sector

The Panel heard evidence from voluntary sector providers. Lynn Tupling, Chief Executive of the Retford Action Centre provided information on services for older people in Bassetlaw.

There are many older people's groups and clubs within Bassetlaw, for example: Church groups, Lunch Clubs such as Goodwin Hall, meetings at the Crossing in Worksop every Wednesday and Harworth every Tuesday and The Retford Action Centre provides a resource centre for Older People in Retford each Thursday with information, exercise and crafts.

Services provided for older people within Bassetlaw include: -

- The Bassetlaw Community Car Scheme (BCCS) is funded by Nottinghamshire County Council and has thirty volunteer drivers and 950 registered users who are unable to make journeys by public transport. 13,620 trips have been undertaken with 240 new clients registered in the past year.

- Linkage Plus, was seen as the 'Sure Start for Older People' and was a joint initiative by the Department for Work and Pensions, the Department of Communities and Local Government, the Department of Health and the Social Exclusion Unit. The aim was to improve access to services for older people. Nottinghamshire County Council was one of only eight local authorities awarded funding for Linkage Plus with approximately £1.1 million for two years (to August 2008). It also provides preventative services for older people (50 plus) and helps to promote independence. Linkage Plus in Bassetlaw has provided:
- Resource Centre in Retford - drop in where anyone over 50 can call in for advice and information on a range of services for older people. The Resource Centre became so successful it relocated this to the Butter Market, Retford May 2009. This project is funded by the County Council, is delivered by a Voluntary Sector organisation with the District Council providing the venue at peppercorn rent, and Bassetlaw Primary Care Trust contributing significantly to the upgrade of the facilities. This is partnership in action to provide a local resource for local people to meet local needs. The Resource Centre opens every Thursday 10am-3pm with 'drop in' arrangements providing lunch for £3.50 where staff can talk to older people about the services. This helps older people remain independent and reduces isolation.
- First Contact Sign Posting Scheme - A single gateway to access extra services
- Community Outreach Adviser who works through the Resource Centre with 'hard to reach' individuals and groups.
- Transport to Health - Pilot scheme in Bassetlaw, launched in 2007, which provides information about the best travel options to access health services.
- Home from Hospital Scheme
- Preventative Adaptations Scheme (PAS)
- Tradesperson Register covers home maintenance and improvement trade and eventually will include different types of trade such as gardening and motoring. It will have list local reputable traders and the website is www.buywithconfidence.gov.uk

Funding can be an issue for voluntary organisations. Many have confirmed funding until March 2010 but some services do experience difficulties. The Panel recognised that the Council and its partners should continue to support voluntary organisations to provide targeted services to older people. The Chief Executive also noted that there were some gaps in provision, for example, establishing a shopping service and gardening service for Bassetlaw. The Council could be assisting groups to access funding in general as it is often time limited and groups operate with small budgets or signposting them to the BCVS. In Bassetlaw we have probably one of the best CVS in the country to support the voluntary sector and access available money such as the Lottery. BDC supports the BCVS financially and will continue to do so.

Members noted the noted the incredible job that the volunteers undertake and without them many schemes would be unable to operate.

It was agreed that there should be a recommendation to assist the voluntary sector to access funding to support older people groups.

7.4 Setting up Older Peoples Groups

Older people do not necessarily want to form groups with a formal constitution as they are not used to paper work and do not want to have legal responsibilities. The Rural Officer for Bassetlaw can work with a group to support them in the development of a constitution, which will allow them to apply for funding for their project. The Rural Officer has worked with the Befriending Scheme to organise rural walks of 3-5 miles long. This has been very successful with over 30 people attending aged 50+. It has helped them to change lifestyle and often they bring grandchildren along. The organisation of the walks has now been taken over by volunteers.

Activity Friends is similar to a befriending scheme and the emphasis is on encouraging older people to be more active, for example, helping people to water gardens or go swimming together.

RCAN also provides training in IT for over 50's.

7.5 Health Care

The Government wants to reform its services as identified in 'Our Health, Our Care, Our Say' White Paper in 2006, which set out a vision to provide people with good quality social care and NHS services in the communities where they live. NHS services are halfway through a 10 year plan to become more responsive to patient needs and prevent ill health by the promotion of healthy lifestyles. Social care services are also changing to give service users more independence, choice and control. The White Paper sets out how health and social care services will change in the future. This will mean more joint working between the NHS and Social Services and partnership working through the Bassetlaw Local Strategic Partnership and the Nottinghamshire Local Area Agreement to deliver the outcomes. People will become experts in their own health and will receive the support that they need to manage their condition. This is a new way of working.

In Bassetlaw there are pockets of deprivation and associated lower life expectancy. It is also a rural area and access to services such as carers is a key factor. People need to have access to a car and increasingly older people have to rely on buses, which can lead to social isolation and mental health problems.

The Bassetlaw PCT Local Operational Plan has identified key strategic initiatives on older people.

These include: -

- promoting personalised care with GP's signposting patients to the correct service;
- reducing the rate of avoidable hospital admissions for older people by initiatives such as awareness raising of the risk of falls and care services to maintain independence and improving end of life care

The key health issues in Bassetlaw are the range of long term conditions such as CHD/Stroke, mental health and diabetes and their focus is to act now to prevent future instances of these types of illness. There is a large demand on the available resources. With an ageing population set to rise these health issues will place greater demands on health services.

Recommendation:

Living Independently

The Panel recommended that

Extra Care Facilities

- the Council should support the concept of Extra Care Housing Facilities in Bassetlaw.

Bassetlaw District Council/ A1 Housing (Bassetlaw) Ltd.

- A1 Housing to continue to monitor and develop the services that it provides for Older People in response to identified need and available resources.
- the Council continues to monitor and develop innovative schemes such as the Preventative Adaptations Scheme.

Voluntary Sector

- Assist voluntary sector groups that support older peoples services to access funding opportunities such as Funder Fairs
- Continue to fund voluntary agencies such as Retford Action Centre, Bassetlaw Community and Voluntary Service, Age Concern, Rural Community Action Nottinghamshire (RCAN) and Citizens Advice Bureau with Service Level Agreements to provide targeted services to older people

Health Care

- To work with Bassetlaw PCT on preventative initiatives to ensure a good quality of life for older people.

8. Community Transport

Evidence for Recommendation

Bassetlaw is a large rural district and access to services and public transport is key. The over 60's do have free bus passes but in villages there are infrequent bus services and people can feel cut off. Many activities are based in Worksop or Retford but there are many rural villages which need support to access the activities/services. The recent closure of some Post Offices in rural areas has meant a loss of key services and hubs for community information. Bassetlaw operates a network of Help Points which reduces the need for people to travel to access Council services but many prefer face to face contact.

We need to make sure that people are aware of the community transport schemes that are available in Bassetlaw. The Council is not able to directly control public transport improvements but we can promote the role of community transport and lobby transport and the Transport Authority regarding transport improvements.

There is a successful Community Minibus that operates in Clowne and is run by the voluntary sector, which also serves Bassetlaw. As Bassetlaw is a large rural district the Council could consider formally supporting transport schemes as they arise as they lack long term funding. Currently the BLSP Transport and Accessibility Sub-Group is working with partners such as the Bassetlaw Primary Care Trust and RCAN to produce a bid for a community minibus for Bassetlaw. Government funding is available and the aim was to produce a scheme that would be sustainable in the long term, including running costs.

It was agreed that a recommendation of the report should be to communicate information about Community Transport for older people and work with partners to encourage the development of community transport initiatives and ensure that they receive support in the long term. It could also include a review of what is available and the resources to support it.

The Older Peoples representatives also highlighted the importance of access to services particularly health care. Access to Retford Primary Care Centre from villages such as Clarborough involved a walk to the bus stop, a bus journey to Retford, a bus out of Retford to the surgery. There is no bus shelter in Clarborough. There was a lack of information about access to community transport schemes that could help such as Community Taxis and Transport to Health.

8.1 Community Transport available in Bassetlaw

Transport to Health provides residents of the rural district of Bassetlaw one telephone number 0844 980 0014 for travel information on accessing health services in and around the area through: -:

Public transport	Ambulance Service
Community car schemes	Hospital Patient Transport scheme
Accessible Taxis	

The Bassetlaw Community Car Scheme is a service for local people who are unable to make a journey by public transport. It is run by volunteers and has been running for 12 years. The scheme can be accessed through Retford Action Centre. Currently people use the scheme to visit friends, attend hospital/doctors appointments, go to the hairdressers or just to go shopping. The volunteer drivers will wait for up to an hour and then ensure that clients are safely at their destination. The scheme makes a charge of 42p per mile that the driver travels. However, clients with a bus pass are entitled to a concessionary rate (currently 21p per mile). There is also a booking fee per journey of 50p. All clients must be registered to use the scheme on an annual basis.

Dial-A-Ride (Nottinghamshire County Council, Social Services) Six specially adapted vehicles operate daily in Bassetlaw, Broxtowe, Gedling, Newark & Sherwood, Mansfield, Ashfield and Rushcliffe Districts of the County and are available to those who join the scheme. There is no fee for this. The service is for people who are unable to use conventional forms of public or private transport. People have to join to use the service, which can be for almost any purpose where personal transport is required. As the Dial-A-Ride scheme is subsidised by the County Council, there is a minimum charge per journey (£2.50), plus 50p per mile. This charge also covers one companion.

In April 2004 Doncaster & Bassetlaw Hospitals NHS Foundation Trust launched a Courtesy Car Service. It is has by three fully, accessible London International taxis to facilitate the service. The vehicles operate within office hours and can be booked by hospital staff for patients who have no other forms of transport available to reach hospital.

There is the Patient Transport Service, comprising Patient Transport Drivers, working on single crew vehicles that can transport walking patients or patients needing to travel in their own wheelchair. Ambulance Care Assistants working on single and double crew vehicles that are able to transport all mobile and immobile patients, they can also give oxygen where required. Voluntary Car Service supported both the Patient Transport Service and A & E by transporting fully mobile patients who do not require medical care. However, these volunteers are given training in first aid and resuscitation skills.

Recommendation:

Community Transport

It was recommended that Bassetlaw Council should:

- review the Community Transport that is available for older people in Bassetlaw and the resources to support the schemes
- communicate information about these schemes through the Directory of Services referred to above.

9. Member Involvement

Evidence for Recommendation

The proposed Directory could be used by members to identify gaps in service provision in their ward. The Council's Older Persons Champion was willing to liase with ward members to promote the Directory. All Members have a responsibility to do this work within their wards.

It was agreed that there should be a recommendation for the Council's Older Persons Champion to liase with ward members to progress Older Peoples Services in their ward.

Recommendation:

Member Involvement

It was recommended that:

- Members promote the Older People's Directory within their ward
- the Council's Member Older Persons Champion should liase with individual ward Members to assist them to progress the development of older peoples services in their ward

10. Publicising how to access Older Peoples Services

Evidence for Recommendation

There is a need to prepare for old age as identified in the Government document Preparing for our Ageing Society. The Council has a role as the service provider to make sure that people have access to information. The Panel identified that service provision should provide choice, control, dignity and independence but people should have a right to refuse help. Councils and other service providers have to get the balance correct. Exercising choice and using the opportunities for services requires knowledge and we have to ensure that people can access the knowledge.

The evidence provided by the Older Peoples representatives from a Tenants and Residents Association, Parish Council and member of BOFF (Bassetlaw over Fifty Forum) all agreed that access information about Council services was key. Often they did not know where to go for help and there needed to be better co-ordination across services. Everyone needs to do things for themselves and be helped to do this. They need to be informed about the One Stop Shops at Retford and Worksop where people can ask for advice about any Council service and can also seek advice from Housing Managers at A1 Housing.

The rural villages did find the Mobile Contact Unit, which is funded by the Police, Nottinghamshire County Council and Bassetlaw District Council. works very well. It is advertised to the villages and people use the Unit. This could also be used to distribute the proposed Directory for Older People's Services.

In the villages the older people are active and the Village Hall can be a good meeting place. The village notice boards and newsletters were used to advertise what was happening in the area for older people. The Tenants' and Residents' Associations also run activities for Pensioner Groups and these can be used to access information about services.

The representatives all agreed that in principle the Directory would improve access to services as all the information would be available in one place.

10.1 Bassetlaw District Council Website

Involve older people in the development of the Older People's page on the BDC website to encourage them to use ICT and the digital divide. Although it is often stated that older people do not have access to or use computers, the user figures for our website show that the largest age group to use the site are aged 40-49 and there are similar numbers of 30-39 year olds as 50-59 year olds.

10.2 Older Peoples Day

Following the success of last year's events organised by the Department of Work and Pension's, this years Older People's Day will take place on 1 October 2009. The day highlights the contribution older people make to our society and economy and tries to tackle any negative attitudes by bringing different generations together to promote a more positive view of later life. The main aims for the day are to:

- celebrate the contribution older people make to our society and economy
- create a positive view of later life
- raise awareness of the opportunities and entitlements for older people across society
- ensure older people don't feel excluded or isolated from the rest of society

This can be done by:

- bringing generations together
- strengthening our local communities to create safer, friendlier neighbourhoods for young and old
- giving older people the opportunity to pass on their skills and experiences and enjoy being actively engaged in their communities.

Last year around 50,000 people took part in 900 local events across the country including allotment projects, tea dances, exercise classes and achievement awards. More information is available on

<http://www.dwp.gov.uk/policy/ageing-society/full-of-life/older-peoples-day/>

It is proposed that the Council should support the Older People's Day each year.

10.3 First Contact

First Contact is a sign posting scheme which uses a multi agency checklist enabling people aged 60 or over to access a range of services to keep them safe and independent in their own homes. If a staff member from any of the partner agencies goes to visit an older persons home, such as a police, fire-fighter or volunteer, they will complete a checklist to find out if they have any other needs for: -

- A home security check
- Any repairs or mobility adaptations that are required in the home
- Any energy saving improvements to keep warm and save on energy bills
- Confidential advice on any monies the householder may be entitled to
- Signposting to local community transport schemes

Signposting to local voluntary and community groups and clubs
Advice on different types of housing accommodation that may be available

It was launched in Bassetlaw on 27 February 2007 and so far there have been 500 individuals trained to deliver First Contact. It is now available across Nottinghamshire. Many staff have been trained in many organisations, for example, Fire and Rescue Service, A1 Housing, Retford Action Centre, BCVS, DYNAH, SPA, Pension Service, Police, amongst others. 900 checklists have been completed and 3,300 referrals made. In March 2009 the scheme was changed so that people can self refer to the scheme for assistance. The partners receive regular monitoring reports on the contacts in the District. In Bassetlaw the scheme has helped people increase benefit take up and in the period April to July 2009 the average additional payment in the district was £7,300 per week.

Recommendation:

Publicising how to access Older Peoples Services

It was recognised that access to information was important and the Panel recommended that working with Bassetlaw District Council's Communications Team we need to publicise the services that are available through:

- Developing the Older Persons website
- The Council supporting the annual National Older People's Day
- Revenues and Customer Services continuing to hold benefits clinics
- Bassetlaw District Council continuing to support the First Contact Scheme
- Using the existing Older Peoples networks such as Bassetlaw Elderly Action Network (BEAN) and Bassetlaw Over Fifties Forum (BOFF)

11. **Produce an Older Person's Strategy for Bassetlaw**

Evidence for Recommendation

The Audit Commission study 'Don't Stop Me Now' aims to help local public services adapt to the needs of an older society, and identifies solutions that can be implemented quickly, as well as plan strategically for the future. It looked at people aged 50 and over who are living independently and do not have a need for social care services. The years between 50 and 65 are a transitional period for many people, with life-changing events. Local services need to focus on this, as well as on older age groups, to ensure that appropriate services and are in place. As already stated the report

made recommendations for local councils. This scrutiny review has followed many of the recommendations and identified the existing level of service provision. By promoting existing services for Older People can increase take up to support independent lives. The Council should lead local agencies and the community and voluntary sector to make the most effective use of resources.

Older People's Champions can have an impact on services as has been found during the course of the review with Bassetlaw's Champion

Many of the issues that have been identified in the course of the review can be addressed by the production of an Older Persons' Strategy for Bassetlaw, which will bring together all the good work that is happening across the District and help the Council and its partners prepare for the impact of an ageing population.

We have identified three examples of strategies, which can be used as a model for Bassetlaw.

Thanet District Council produced a strategy entitled 'Living Later Life to the Full'. This provides a framework for future and existing services. It sets out the changes for the future such as how the Council will invest for old age, the services to encourage healthier and fitter lifestyles and employment and housing.

Haringey's strategy was developed by the Haringey Strategic Partnership and is entitled 'Experience Counts' its main aim is to tackle discrimination and promote positive attitudes towards the ageing population. The delivery plan includes 10 outcomes chosen by older people as key to improving their quality of life and a list of key priorities involving officers from partners across the partnership.

Sheffield developed a strategy for older people, which focus on physical activity called 'Keeping Active, Staying Healthy and Enjoying Life'. This strategy outlines actions, targets and priority areas for tackling the city's physical inactivity. This framework recognises the diverseness of older people and aims to provide programmes based on functional or exercise capacity and experience rather than age. It also seeks to develop community advocates to promote physical activity for older people and looks for gaps in the current provision.

Whatever model is chosen the Bassetlaw Strategy should address the issues of living in a rural district and the impact on access to services.

Recommendation:

Produce an Older Person's Strategy for Bassetlaw

- As part of the review the Panel has found that Bassetlaw should investigate and identify a model Older Persons Strategy and use this as a template for Bassetlaw to identify gaps in service provision provided by Bassetlaw District Council and its partners to ensure efficient and effective services. The Strategy needs to recognise that Bassetlaw is a rural district and the impact on access to services for Older People. It will also produce a consistent definition of the age ranges that include Older People that will be applied across the Council. It will need to set out how the Council will measure and manage its performance in terms of service delivery.
- It is recommended that the Council should produce a Strategy within the next 12 months.

12. Conclusion

The aim of the Review was to understand how the District Council plans and delivers services for older people, either on its own or in partnership.

It also wanted to provide clarity about the way the Council plans and shares information about older people's services.

There are additional pressures to ensure effective communication and delivery when working in partnership. The review has tried to address some of these issues by undertaking an audit of existing service provision provided by the Council and also in partnership such as health partners and the voluntary sector. This can be used as the baseline for service provision in Bassetlaw and any identified gaps can be addressed by services in their Service Delivery Plans.

The strategic role of Older Peoples policies within the organisation can be determined by the proposed Older Persons' Strategy, which will produce a definition in line with latest government guidance and best practice. Also we will have to plan both in the medium and long term to meet the needs of a projected increasingly older population in Bassetlaw.

Access to information has been identified as key to Older People and the detailed local information gathered, as part of the Audit will be used to produce a Service Directory. In addition it has been recognised that the ward Councillor has a role to play in supporting Older People in their local area. The Member Champion is very active and will continue to work with members to assist local groups. In addition we will work with the Communications Team to promote information on access to Older People's Services.

The review also identified the need to support community transport initiatives to access services. Although the over 60's receive free concessionary bus fares because of the limited availability of public transport in some rural areas of Bassetlaw, there are access issues.

By implementing the recommendations of the review the Council should be able to make a positive impact on the lives of older people in Bassetlaw.