

NORTH LANARKSHIRE COUNCIL

REPORT

To: SOCIAL WORK COMMITTEE		Subject: BEST VALUE: CROSS CUTTING REVIEW OF SERVICES TO OLDER PEOPLE
From: DIRECTOR OF SOCIAL WORK		
Date: 22 AUGUST 2002	Ref: JD/MM/	

1. PURPOSE OF REPORT / INTRODUCTION

1.1. The report summarises progress made to date with the cross cutting Best Value review of Services to Older People.

2. BACKGROUND

2.1. The Council's Corporate Plan includes among its aims an undertaking to:

- improve health, wellbeing and care
- promote social inclusion
- promote community safety
- improve housing.

2.2. A number of standing officer working groups were set up to assist in the delivery of the Corporate Plan including the Health, Wellbeing and Care Working Group which is chaired by the Director of Social Work. The review of services to older people is taking place in the light of these considerations and their corporate and partnership ramifications. To this end the review group will report in the first instance to the Health Wellbeing and Care Working Group and thereafter, via the Corporate Management Team, to the Council.

2.3. The review was included in the original (1997) 5-year programme of Best Value Reviews to be undertaken in North Lanarkshire Council. In 2001 the Corporate Management Team decided to introduce a more strategic, cross-cutting element into the Best Value review process and a corresponding Services to Older People Review Group, chaired by the Director of Social Work and including input from the Health Service, was assembled. The review of Services to Older People is the first review within the Council to employ this approach.

3. SCOPE AND TERMS OF REFERENCE

3.1. In order to explore the issues and the most efficient means to undertake a cross-cutting review, information was collected from a variety of sources. These include NHS Lanarkshire, local authorities involved in the Better Government for Older People Programme, Councils which have been awarded Beacon Council Status in England, the Scottish Executive, the SLAM Centre as well as private and voluntary sector service providers. Directors of all departments within the authority were forwarded a proforma requesting information about the resources their department contributed to service provision for older citizens. Consideration has been given to all the information provided along with current initiatives and strategies such as Fair Care for Older People and the A Joint Future and Modernising Agendas.

3.2. In 1999 there were 61,266 people aged over 60 resident in North Lanarkshire. All these individuals receive some form of Council service. The design and delivery of these services require, as part of the review process, to be challenged in relation to:

- what stakeholders think of services
- fitness for purpose
- the degree to which services are joined up and complementary
- accessibility
- value for money
- openness and transparency of information.

resources are targeted and deployed.

4. LIFESTYLE ASPIRATIONS AND ISSUES

4.1. The Group considered it pivotal to clarify the quality of life {and lifestyle} that older citizen of North Lanarkshire would like. With a view to collecting information relating to people's wishes, previous responses from older citizens in North Lanarkshire were revisited. The North Lanarkshire Residents Survey of 1999 identified issues such as refuse collection, street cleaning, roads/footpath and street lighting maintenance as being very important to people aged over 60 along with care services for older people and people affected by disability. This information was collated on the basis of almost 3,500 interviews being conducted during a fieldwork study. It was felt to be important to update the information relating to people's aspirations in terms of public services but also broaden the theme to include lifestyles in general.

5. NATIONAL/LOCAL STRATEGY FRAMEWORK

5.1. The review is being conducted in a national as well as a local context. In this way the work of the review group is informed by the following policies and strategies:

National Framework

Modernising Community Care-Action Plan
Our National Health – A Plan for Action
Community Care and Health {Scotland} Bill
Community Care – A Joint Future
Report on the Joint Futures Group/Joint Futures Agenda
Better Care for All Our Futures
Fair Care for Older People
Free Homecare
Scottish Commission for the Regulation of Care
A Scotland Where Everyone Matters
A Strategy for Carers in Scotland
Better Government for Older People Report
Transport Delivery Plan for Scotland
Audit Scotland Study – Homecare for Older People
Aiming for Excellence
A Framework for Mental Health Services

Council/Partnership Framework

North Lanarkshire Council Corporate Plan
Promoting Social Inclusion – a Comprehensive Approach
Social Work Department Service Plan
A Home for the Future
Supporting People
Better Government for Older People in Lanarkshire
Lanarkshire Strategy for Frail Older People
North Lanarkshire Joint Community Care Strategy
Community Safety Strategy
Housing Plan
Community Plan
North Lanarkshire Community Learning Strategy
North Lanarkshire Strategy for Mental Health

6. VALUES AND PRINCIPLES

6.1 The values and principles governing services to older people were considered in a consensus session of the review group in February, 2002. The Lanarkshire Strategy for Frail Older People 2000-2010 was used as a touchstone document for this exercise and the following issues were considered to be salient:

- Normalisation
- Information and Choice
- Consumer Voice
- Empowerment
- Equal Opportunities
- Quality
- Safeguarding Rights

- Partnership
- Equity.

7. OBJECTIVE OF THE REVIEW PROCESS

7.1. Arrival at a common, agreed service improvement plan is the end product of the review. It was considered important for the review to focus the range of themes outlined above. All stakeholder groups are being included in this process to encourage as broad a range of opinion as possible. The conclusions of the review will take into account the implications in relation to financial resource commitment and priorities, staff time and practicalities of service delivery arrangements. The application of best value principles and a corporate, cross-sectoral approach are being channeled to produce an Improvement Action Plan in September, 2002.

8. CULMINATION OF THE REVIEW

8.1. A Brainstorming Day was held in May involving the Conveners of Social Work and Housing and Property Services as well as Board-level representation from NHS Lanarkshire. Thereafter a formal Open Space consultation exercise was arranged in June involving:

- Service Users
- Voluntary Groups
- Cross-sectoral representation.

This will be followed by a Consensus Meeting of the review group to agree an Improvement Action Plan for report to the Council {target date September}.

9. RECOMMENDATIONS

9.1. It is recommended that Committee notes the report in respect of progress made with the Best Value Review of Services to Older People.



Jim Dickie
Director of Social Work
27 June 2002

(For further information on this report please contact Mike McKeever, Co-ordinator, Performance and Information Tel: 01698 332081)