

NORTH LANARKSHIRE COUNCIL

REPORT

To: SOCIAL WORK COMMITTEE		Subject: BEST VALUE REVIEW - SERVICES TO OLDER PEOPLE : EXECUTIVE SUMMARY
From: DIRECTOR OF SOCIAL WORK		
Date: 19 DECEMBER 2002	Ref: JD/MM/P&I	

1. PURPOSE OF REPORT

1.1. This report summarises the approach adopted and the conclusions and findings of the cross-cutting Best Value review of Services to Older People. The full review report will be submitted to the earliest meeting of the Policy and Resources Committee.

2. INTRODUCTION

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 took place in the light of these considerations and their corporate and partnership ramifications.

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 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. BACKGROUND

3.1. *Scope and Terms of Reference*

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 template 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 Government agendas.

3.2. *Lifestyle Aspirations and Issues*

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.

3.3. *Values and Principles*

The values and principles governing services to older people were considered in a facilitated session of the Review Group in February, 2002. It was strongly felt within the Group that the common perception of older people as universally dependent and needy was negative and unhelpful. A greater emphasis on older people as citizens and autonomous individuals was considered to be necessary. These considerations formed the backdrop for the session during which the following issues were considered to be salient:

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

- Partnership
- Equity.

3.4. *Methodology*

Following the scoping of the review and extensive discussion in the early meetings of the Review Group, a Brainstorming Day was held in May involving the Conveners of Social Work and Housing and Property Services as well as senior representation from NHS Lanarkshire. Thereafter a formal Open Space consultation exercise was held in June involving:

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

This was the beginning of a consultation process and the event considered the perceptions of older people and their associated groups. Over 100 people attended the event and considered services to older people under the following headings:

- Care and Health
- Access and Benefits
- Housing
- Community Safety
- Lifelong Learning and Leisure

A report from the consultation session was produced and considered by the Review Group. Copies of this and other background papers associated with the review are available on request from the Department of Social Work. The conclusions of the full review were finalised and refined in a Consensus Meeting of the review group using the framework of the E.F.Q.M. model and an Improvement Action Plan was finalised for report to the Corporate Management Team and the Council.

4. FINANCIAL/PERSONNEL/LEGAL/POLICY IMPLICATIONS

- 4.1. There are no legal or personnel/manpower ramifications resulting from the review and no additional cost implications. However, one of the key review conclusions was that Council budgets should be configured to recognise the specific significance (already acknowledged by the priority given to older people in corporate policy) of the range of services delivered to older citizens.

5. RECOMMENDATIONS

5.1 Committee is asked to:

- (i) Note the findings and conclusions of the review.
- (ii) Agree the recommendations in the review Improvement Action Plan in relation to Social Work.
- (iii) Refer the Action Plan to other committees for their consideration.



Jim Dickie
Director of Social Work
30 November 2002

For further information on this report please contact Ronnie Paul, Head of Social Work Resource, (Tel: 01698 332023).

Appendix 1

Improvement Action Plan Services To Older People					
Description of planned improvement	Objectives and anticipated outcomes (qualitative and quantitative)	Target start/ stop dates	Key project milestones for improvement		How will the improvement be measured?
			Actions	Resp / Timescale	
Corporate					
1. Services to Older People to be specifically identified in Corporate budgets, processes and performance frameworks	Higher profile for the specific range of services Expressly delivered to older citizens	Assessment to begin in 2003	Corporate Groups to assess scope for older people's services to be identified in corporate processes	Corporate Management Team 2003/4	Inclusion of specific locus for older people's services in corporate processes.
Housing					
1. Amend allocation criteria for assessment for Sheltered Housing	Better targeting of the service to those in most need	Work Begins 2003	New criteria agreed	Housing 2002/3	Number of people assessed under new criteria
2. Undertake survey of all sheltered units	To anticipate future needs	Survey to Begin 2003	Commence Survey	Housing 2003/4	Potential new complexes identified
3. Specify new allocation system for those on Medical List requiring adapted property	To better match adapted property to those with medical needs	Work Begins 2003	Upgrade system	Housing 2003/4	New Specification in place
4. Enhance Very Sheltered Housing provision in main settlement areas	To better meet identified need	Work begins 2003	Identify sites	Housing 2003/4	Development Briefs Complete and sites identified

5. Introduce Housing for Varying Needs Standards for all new developments	To upgrade specifications for new developments	Work Begins 2003	Include HVN Standards in all briefs for land owned by NLC	Housing 2003/4	HVN Standards included in briefs for sites
Access and Benefits					
1. Wider information on benefits	To promote inclusion	Early 2003	Contact numbers to be carried in NL News	Social Work Strategy 2003	Numbers published
		Work Begins 2003	Assistance to be offered in completion of paperwork	Do.	Assistance commenced
		Work Begins 2003	First Stop Shops to hold comprehensive information	Do.	Information/data lodged with First Stop Shops
		Early 2003	Contact numbers to be distributed for Income Maximisers	Do.	Numbers distributed
2. Wider information on footway and transport accessibility	To promote inclusion	Early 2003	Contact numbers to be carried in NL News	Planning & Environment July 2003	Numbers published
		Work begins 2003	First Stop Shops to hold comprehensive information	Planning & Environment December 2003	Information/data lodged with First Stop Shops
3. Ensure clearer pathways and thoroughfares	Reduction of obstructions and increase in physical accessibility	Work Begins 2003	Regularity of inspections to be increased	Planning & Environment December 2003	Increased numbers of enforcement actions
		Work Begins 2003	Wider distribution of 'Safe Footways for All'	Planning & Environment December 2003	Leaflets lodged with First Stop Shops

4. Increase mobility in the community	Enhancement of Social Inclusion	Dialogue to begin Early 2003	Link with SPT to explore scope for Night Time Service/Community Bus Scheme	Planning & Environment 2003	Dialogue in Place
5. Increase Parking in Residential Schemes	Reduction in congestion/obstruction of thorough routes.	Work Begins 2003	Revise parking standards in new build developments	Planning & Environment December 2004	Publication of new 'roads guidance' for developers.
<u>Care and Health</u>					
1. Streamlining of Talking Books Service	Elimination of duplication	Discussion Underway Dec 2002	Single service deliverer identified	Social Work/Community Services 2003	Single service delivery mechanism in place
Internet training for olderidents	Increase external contact and accessibility to information of older residential service users	Work Begins 2003	Commence pilot scheme	Social Work/Community Services 2003	Pilots commenced in Belhaven and Edward Lawson residential units.
3. THB, Supporting People Monies,	Maximise funding opportunity	Work Underway	Complete targeting of claims	Social Work 2003	Quantity and quality of new service provision
4. Free Personal Care	Maximise Claims	Work underway 2002	Implemented July 2002	Social Work July 2002 ongoing	No-one waiting for FPC
5. Communication of Care Standards	Raise awareness of minimum Standards of Care	Work underway 2002	As various Standards are introduced by Care Commission	Social Work 2002/2003	Inspections, Contract Monitoring
6. Distribution of Pensioners Guides via First Stop Shops	Increased access to information	Early 2003	Guides supplied to First Stop Shops	Social Work 2003	Guides on site

7. Service Expansions – Community Alarms and Day Care	More flexible responsive available services.	Underway 2002	8,000 th Alarm User Day Care x 7 Days	Social Work 2002/2003	Services in Place
8. Service Expansion – Joint Teams, Home Care, better use of nursing home facilities.	Keeping people in their own homes; reducing admissions to institutions; supporting timely discharge from hospital	Underway 2002	Reduction in delayed discharges and unnecessary admissions. Increase in home care packages and appropriate use of nursing/residential home facilities	Social Work/Housing/ NHS Lanarkshire/ Nursing Homes 2002/3	Against targets set the jointly agreed Delayed Discharge Implementation Plan.
9. Deploy Equipment Bus	Mobile service for area	Early 2003	Bus in Service	Social Work 2002/03	Increased take up of service
112 Enhance Health and Fitness	Improve co-ordination of health and fitness delivery	Work Begins 2003		Social Work/ Housing/ Comm. Services 2003/4	Integrated Scheme in place
11. Simplified process for Assessment of Need – single shared assessment (SSA)	More timely assessment; more effective, targeted use of resources; full involvement of clients and carers.	Work Underway	Assessment Tool and Process agreed; training in progress; electronic communication in place	Social Work/NHS Lanarkshire 2003/4	By the Number of people with complex needs who benefit from SSA.
12 .More effective and efficient service delivery	To give older people better and more timely access to improved services to meet changing needs.	Work Underway	Jointly managed and resourced services in place	Initially Social Work/NHS Lanarkshire 2002/3	Number of aligned budgets and staff working in jointly managed teams and services.

13. Agreement of Lanarkshire Joint Strategy for Frail Older People	To provide the framework for reshaping health and social care for older people, including hospital, nursing, residential and day care services as well as Community services.	Work Underway	Agreement on the Service and Resourcing Strategies, including the financial framework for implementation	Social Work/Housing/ NHS Lanarkshire. By March 2003	Strategy in place and implementation begun.
<u>Lifelong Learning</u>					
1. Clarify channels of information	To streamline supply of service information to users	Work Begins 2003	Create a comprehensive, multi-format service information Database	Community Services 2003	Guides available at front-line and via e-sources.
1 3 Delivery and Collection of Books to Residential Homes to be revised	To streamline delivery and collection	Work Begins 2003	Use of Mobile Libraries to be introduced subject to user agreement	Community Services 2003	Deliveries commenced using Mobile libraries.
3. Increase the voluntary dimension in service delivery	Wider Resourcing of service delivery	Work Begins 2003	Establish a Volunteer Scheme	Community Services 2003	Scheme in place
		Work Begins 2003	Create and maintain a volunteer database	Chief Executive's Dept.	Database in place
		Work Begins 2003	Establish a pilot project to support volunteer drivers for delivering services to the housebound	Community Services 2003	Pilot in place

<u>Community Safety</u>					
1. Enhanced role for the voluntary sector	Greater inclusiveness involving a wider network of older citizens in community safety planning	Work Begins 2003	Formation of NL Federation of Elderly Forums	Social Work 2003	Federation created
2. Greater utilisation of experience of older citizens	Improved social cohesion and inter-generational Communication	Work Begins 2003	Promotion of 'Buddying Projects'	Community Safety Partnership July 2003	Pilot in place
3. Reduction of injury rates due to household falls	Reduction in the number of hospitalisations	Work Begins 2003	Feasibility Study into the design of suitable flooring materials to reduce the risk of hip fractures in older people Investigate number & costs to NHS of hip fractures	Mid - 2003	Feasibility Study in place. Risk Assessment undertaken