



Brighton & Hove  
City Council

# Overview & Scrutiny

Title:	<b>Environment &amp; Community Safety Overview &amp; Scrutiny Committee Ad Hoc Panel - Older People and Community Safety</b>
Date:	<b>3 July 2009</b>
Time:	<b>10.30am</b>
Venue	<b>Committee Rooms 2/3, Brighton Town Hall</b>
Members:	<b>Councillors:</b> Marsh (Chairman)  Kennedy, Smart and Watkins  John Eyles (Older People's Council)
Contact:	<b>Mary van Beinum</b> Overview & Scrutiny Support Officer 29-1062 mary.vanbeinum@brighton-hove.gov.uk

	The Town Hall has facilities for wheelchair users, including lifts and toilets
	An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter and infra red hearing aids are available for use during the meeting. If you require any further information or assistance, please contact the receptionist on arrival.
	<b>FIRE / EMERGENCY EVACUATION PROCEDURE</b>  If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions: <ul style="list-style-type: none"><li>• You should proceed calmly; do not run and do not use the lifts;</li><li>• Do not stop to collect personal belongings;</li><li>• Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and</li><li>• Do not re-enter the building until told that it is safe to do so.</li></ul>

## AGENDA

Part One	Page
<b>11. PROCEDURAL BUSINESS</b>	<b>1 - 2</b>
<b>12. MINUTES OF PREVIOUS MEETING</b>	<b>3 - 10</b>
<b>13. CHAIRMAN'S COMMUNICATIONS</b>	
<b>14. ALCOHOL AND OLDER PEOPLE'S COMMUNITY SAFETY</b>	
To hear information from Lead Commissioner for Mental Health, NHS Brighton & Hove, Simon Scott.	
<b>15. COMMUNITY ENGAGEMENT AND OLDER PEOPLE</b>	<b>11 - 12</b>
<i>Contact Officer: Angie Greany, Tel: 29-5053 Community Engagement Improvement Officer</i>	
<i>Ward Affected: All Wards;</i>	
<b>16. ANNUAL REPORT OF 50+ PROGRAMME</b>	<b>13 - 32</b>
<i>Contact Officer: Helen Furlong Tel: 01273 290429</i>	
<i>Ward Affected: All Wards;</i>	
<b>17. RACIAL HARASSMENT AND OLDER PEOPLE</b>	
<b>18. SUMMARY AND NEXT MEETING; 10 JULY, 1.30PM BRIGHTON TOWN HALL</b>	

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk). Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

**ENVIRONMENT & COMMUNITY SAFETY OVERVIEW & SCRUTINY COMMITTEE  
AD-HOC PANEL – OLDER PEOPLE & COMMUNITY SAFETY**

For further details and general enquiries about this meeting contact Mary van Beinum, (29-1062, email [mary.vanbeinum@brighton-hove.gov.uk](mailto:mary.vanbeinum@brighton-hove.gov.uk)) or email [scrutiny@brighton-hove.gov.uk](mailto:scrutiny@brighton-hove.gov.uk)

Date of Publication - Thursday, 25 June 2009



# Agenda Item 11

## To consider the following Procedural Business:

### A. Declaration of Substitutes

Where a Member of the Committee is unable to attend a meeting for whatever reason, a substitute Member (who is not a Cabinet Member) may attend and speak and vote in their place for that meeting. Substitutes are not allowed on Scrutiny Select Committees or Scrutiny Panels.

The substitute Member shall be a Member of the Council drawn from the same political group as the Member who is unable to attend the meeting, and must not already be a Member of the Committee. The substitute Member must declare themselves as a substitute, and be minuted as such, at the beginning of the meeting or as soon as they arrive.

### B. Declarations of Interest

- (1) To seek declarations of any personal or personal & prejudicial interests under Part 2 of the Code of Conduct for Members in relation to matters on the Agenda. Members who do declare such interests are required to clearly describe the nature of the interest.
- (2) A Member of the Overview and Scrutiny Commission, an Overview and Scrutiny Committee or a Select Committee has a prejudicial interest in any business at a meeting of that Committee where –
  - (a) that business relates to a decision made (whether implemented or not) or action taken by the Executive or another of the Council's committees, sub-committees, joint committees or joint sub-committees; and
  - (b) at the time the decision was made or action was taken the Member was
    - (i) a Member of the Executive or that committee, sub-committee, joint committee or joint sub-committee and
    - (ii) was present when the decision was made or action taken.
- (3) If the interest is a prejudicial interest, the Code requires the Member concerned:
  - (a) to leave the room or chamber where the meeting takes place while the item in respect of which the declaration is made is under consideration. [There are three exceptions to this rule which are set out at paragraph (4) below].
  - (b) not to exercise executive functions in relation to that business and

(c) not to seek improperly to influence a decision about that business.

(4) The circumstances in which a Member who has declared a prejudicial interest is permitted to remain while the item in respect of which the interest has been declared is under consideration are:

- (a) for the purpose of making representations, answering questions or giving evidence relating to the item, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise, BUT the Member must leave immediately after he/she has made the representations, answered the questions, or given the evidence;
- (b) if the Member has obtained a dispensation from the Standards Committee; or
- (c) if the Member is the Leader or a Cabinet Member and has been required to attend before an Overview and Scrutiny Committee or Sub-Committee to answer questions.

**C. Declaration of Party Whip**

To seek declarations of the existence and nature of any party whip in relation to any matter on the Agenda as set out at paragraph 8 of the Overview and Scrutiny Ways of Working.

**D. Exclusion of Press and Public**

To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

*NOTE: Any item appearing in Part 2 of the Agenda states in its heading the category under which the information disclosed in the report is confidential and therefore not available to the public.*

*A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls.*

## **BRIGHTON & HOVE CITY COUNCIL**

### **ENVIRONMENT & COMMUNITY SAFETY OVERVIEW & SCRUTINY COMMITTEE AD HOC PANEL - OLDER PEOPLE AND COMMUNITY SAFETY**

**11.00am 22 MAY 2009**

**COUNCIL CHAMBER, HOVE TOWN HALL**

#### **MINUTES**

**Present:** Councillors Marsh (Chair) Smart and Watkins and Mr John Eyles OPC cooptee

#### **PART ONE**

##### **5. PROCEDURAL BUSINESS**

5.1 The Panel Chair welcomed all to the meeting including all the speakers and Councillor Dee Simson the Cabinet Member for Community Affairs, Inclusion and Internal Relations and Chair of the Community Safety Forum. The Chair was pleased to see more members of the public in attendance than previously and reminded everyone of the Panel's remit.

##### **6. DRAFT MINUTES OF THE MEETING HELD ON 24 APRIL**

6.1 Subject to a minor amendment by Sean de Podesta the minutes of the 24 April meeting were agreed and signed by the Chair.

6.2 With the agreement of the Chair, Ms Joan Moorhouse Chair of the Brighton & Hove Pensioners' Forum; which published 'The Pensioner' magazine made comments on the minutes. She said that 'The Pensioner' was written by older people for older people and thought it would indeed be adversely affected by an additional publication in this area. Ms Moorhouse handed out copies of the latest edition and said there was no need for any similar publication.

6.3 Two Members of the Older People's Council (OPC) served on the Editorial Board and the OPC contributed articles to the magazine. 'The Pensioner' was supported by statutory providers including the Council and health organisations and was distributed across Brighton & Hove. However circulation numbers had recently been reduced from 6,000 to 4,000 and it was difficult to attract more business and statutory sponsorship. The Pensioners' Forum had 600 individual and group members and was actively trying to recruit more affiliated organisations.

6.4 Mr Eyles, OPC co-optee to the scrutiny panel, said 'The Pensioner' was a useful way to publicise older people's issues. Other Panel members praised the quality of the magazine and it was suggested that Council funding of OPC could be used to buy advertising space in the magazine. The Panel heard of production and distribution costs and advertising fees. The

Head of Housing Management said that Adult Social Care had contributed to the newsletter's production costs and paid for OPC members' expenses not programmes.

6.5 Ms Moorhouse told the Panel that the Brighton & Hove Pensioner's Forum organised a joint 'Older People's Day.' The event typically attracted more than 1,000 delegates and this year was being held in Hove Town Hall on Thursday 19 November.

6.6 The Chair asked if the following Panel meeting could appear in the next edition of the magazine and thanked Ms Moorhouse for her comment.

## **7. DISCUSSION WITH CABINET MEMBER AND CHAIR OF COMMUNITY SAFETY FORUM**

7.1 Councillor Simson, Cabinet Member for Community Affairs, Inclusion and Internal Relations, referred also to her relatively new role of Chair of the Community Safety Forum. She said older people had a greater fear of crime and were particularly fearful of groups of young people. It was important to help reduce these fears by encouraging schemes that brought the age groups together.

7.2 Noting that the Panel may wish to focus on domestic violence and violence in the home Councillor Simson said as Cabinet member she was working to build inclusive communities to increase individuals' resilience and reduce vulnerability; for example via discretionary funding for third sector organisations which was currently under way. Helping older and younger people to work more closely and reaching out to older people especially for instance when they are isolated or confined indoors were important.

7.3 Councillor Simson noted that partners including the Primary Care Trust and Sussex Police were also contributing to the scrutiny panel, and referred to the work of the City Inclusion Partnership. Housing policies could be key in helping to keep families and communities together she said.

7.4 The Panel's remit was potentially wide and the information being gathered would help increase the visibility of older people and help shape future community safety services.

## **8. INFORMATION-GATHERING AND FUTURE MEETINGS**

### **Head of Trading Standards, John Peerless**

8.1 The Head of Trading Standards outlined the history of the Service from 'weights and measures' to fair trading, product safety, food standards and Consumer Advice to taking steps to address some of the wider agendas such as Health and Community Safety.

8.2 He said older people were more affected by doorstep criminals than younger people and that doorstep crime was linked with distraction burglary. A national survey of people aged over 55 by the Institute of Trading Standards showed that 96% disliked cold calling such as energy sales and property repairs. The survey revealed that 60% were worried about being conned in



their own home and 70% thought the development of an 'approved' trader scheme would be helpful.

8.3 Scams and rogue trading tended to be cross border issues. Whilst steps were taken locally to help support residents it was recognised there was a need to work regionally and nationally with enforcement colleagues.

8.4 Trading Standards South East (TSSE) a group of Trading Standards Authorities co terminus with the GOSE region have collaborated to develop a regional response. The group was funded by BERR (Department of Business, Enterprise and Regulatory Reform) to produce a Community Safety Toolkit which brought together best practice. A Community Safety project was also financed including the musical 'trickster' which was organised a number of times by Trading Standards during 2006 and 2007.

8.5 More recently TSSE had implemented a Regional Intelligence Unit to collate and disseminate intelligence across the region and with colleagues across the country. The Unit liaised with 'Operation Liberal' a Derbyshire Police-based national reporting database for incidents of doorstep crime.

8.6 The Head of Trading Standards said that there were a number of different commercial trader schemes that could help the public identify suitable traders; but it was recognised that a Trading Standards Approved Scheme would help provide even better protection. Therefore in 2006 Brighton & Hove implemented the 'Buy with Confidence' scheme which had been started 2 years before by Hampshire Trading Standards.

8.7 'Buy With Confidence' had been adopted across the region and there were now 80 local members. Potential members have to undergo a very stringent process including the vetting of their terms and conditions and obtaining references. The scheme is publicised in 'The Pensioner' and 'The Argus' works with East and West Sussex and Brighton & Hove to produce a quarterly advertorial.

8.8 Consumer Direct South East (CDSE) was the regional arm of a national consumer advice line that receives all first contacts for Trading Standards in the region. CDSE identifies and refers potential 'doorstep crime' incidents by telephone immediately. A Rapid Action Team (RAT) aims to respond to these calls within 40 minutes and since 2006 RAT has responded to more than 50 calls.

8.9 The CDSE number is 08454 040506. Doorstep crime can also be logged with Sussex Police by calling 08457 606999.

8.10 Brighton and Hove Trading Standards was one of the few Services to employ an Education Officer. The officer works with a wide range of organisations involved with older and vulnerable people and uses links with schools to give information to children to pass on to older relatives and friends.

8.11 Jointly with the Community Safety Partnership Team alternative prevention measures are used including the fitting of locks, door chains and the provision of posters designed to deter door step callers.

8.12 Answering a question, the Head of Trading Standards said the service could investigate providing 'no cold calling' stickers for individual households and would also support the implementation of 'no cold calling' zones in relevant communities or areas identified from intelligence.

8.13 Asked about rogue management agents the Head of Trading Standards indicated that he was not aware of reports of this particular problem.

8.14 However all consumers were encouraged to report suspicions of rogue trading or scams via CDSE, Trading Standards or the Police to help build the case for targetting resources.

8.15 Some Panel members said they had not been not aware of all the various initiatives and contact details.

8.16 The Chair thanked the Head of Trading Standards who was about to begin a secondment to manage a Regional Fraud Unit funded by BERR. The Scambusters Team has a remit to work with 61 local authorities in the South East and East of England and London to tackle cross border crime including doorstep crime.

#### **RISE Refuge, Information, Support and Education (Formerly Women's Refuge Centre)**

8.17 Gail Gray spoke to the scrutiny panel as the Chief Executive Officer of RISE, Refuge Information Support and Education, formerly the Women's Refuge Project. She explained that domestic violence included emotional, physical, psychological sexual and financial abuse that takes place within an intimate or family type relationship and forms a pattern of coercive and controlling behaviour. Although professional carers may not come into this category they may have a close and intimate relationship with the person being cared for that may become abusive.

8.18 A briefing note was handed to the Panel and case study was given.

8.19 Anyone could experience domestic abuse but most were women. It was difficult to disclose abuse and there was some evidence of considerable under-reporting. An Australian study had shown that 1/3 of all older women had experienced domestic violence at some time but as much as 60% of these had not reported it.

8.20 An older person could suffer the physical and psychological consequences of domestic violence that had happened during their lifetime or later in life when retirement, deprivation, disability or sexual changes could exacerbate abuse. Under-reporting by older people could be due to a sense of shame, embarrassment, guilt or, particularly amongst BME communities, honour; that may not exist to the same extent amongst younger people. Older people who were physically and socially isolated would find it more difficult to report domestic violence for lack of someone to talk to.

8.21 In some cases there may be a fear of the consequences of reporting, such as the response of the professionals or, for families with a concern for an older family member, fear of having a dependent relative.

8.22 Perpetrators could be adult children perhaps financially dependent on a vulnerable mother. An older woman may be the carer for the perpetrator or may depend on the

perpetrator for care. In many cases the criminal justice system was not appropriate and specialist resources to help and support the sometimes more complex physical and medical needs of those involved were limited.

8.23 Domestic abuse often breaks up families. However there is some success in bringing families together via local support services for perpetrators and Rise services working separately with grandmother, mother and children before re-integrating the father into the family.

8.24 Neither nationally nor locally was there firm information; reporting was the responsibility of different individuals and agencies for example GPs – for whom more training was needed - and hospital Accident and Emergency (A+E) departments. RISE had recently appointed an independent adviser partly based in A+E to do this.

8.25 Domestic violence is often subsumed under ‘elder abuse.’ It seemed that there was a low level of knowledge and awareness of domestic abuse even amongst professionals. Signs of domestic violence were not being well recognised

8.26 Local research and data collection was necessary and there needed to be agreement as to what level of support was needed in the City as a whole and what were the appropriate resources for older people and domestic violence.

8.27 Ms Gray said RISE was the only specialist domestic violence provider in the City and formed part of a coordinated crisis response. RISE had disabled-friendly refuge but this accommodated families often with younger children and complex needs and so was not usually the best option for older people other than in an emergency.

8.28 It had a dedicated helpline and also outreach services in areas of Whitehawk and Moulsecomb which is now a citywide resource though with limited capacity due to funding ending. Community outreach was the best way to work with older people and this had also been done successfully in partnership in Tarnar and Eastern Road areas. RISE provided preventative education in schools on healthy relationships and young people’s groups. A recent development has been a group for young people who are aggressive in their relationships and a Carers’ group that runs alongside this.

8.29 Rise worked together with the Safeguarding Adults Team and the Domestic Violence coordinator of the Community Safety team and was helping develop policies and protocols on domestic violence and vulnerable adults including a checklist and flowchart for professionals.

8.30 Ms Gray said there needed to be a level of risk assessment including for carers’ schemes. Raising awareness was key and RISE was providing training and talks to local groups targeting older people. Feedback from these group said that leaflets should be printed in accessible and suitable formats and a Compact Disk (CD) for easy use would be useful. However more could be done.

8.31 Ms Gray stated that most domestic abuse victims have to leave home while the perpetrator remains. She said there was a need for housing for older people who had experienced domestic violence. She said in her opinion domestic abuse should be included in a cross-cutting older people’s strategy and older people’s safety included prominently within the older people’s housing strategy.

Rise Helpline is 622822. Rise website is [www.riseuk.org.uk](http://www.riseuk.org.uk)

8.32 On behalf of the Panel the Chair thanked all the speakers for their helpful information.

### **9. Discussion/questions from members of the public**

9.1 A member of the public asked what could be done for older people who had neighbours who made them feel unsafe? The meeting heard that there was active working on anti-social behaviour between tenants associations, neighbourhood policing and Police Community Support Officers. A direct call line was available to give a rapid response.

9.2 Answering another question, the officers would investigate producing 'No cold calling' door stickers.

### **10. Future Panel meetings, Brighton Town Hall**

10.1 It was agreed to start the final two meetings earlier; start times would now be:

10.30am 3 July and  
1.30pm 10 July

10.2 Future probable/possible information

- a) Alcohol-related Incidents and Crime
- b) Feedback on Older People's Mental Health Team following evidence on 24 April
- c) Community Engagement and older people
- d) Feedback from 60+ Action Group
- e) 50+ Programme Annual report
- f) Older people from Black and Minority Ethnic Communities and Community safety
- g) Policing re Older People in the Community

The meeting concluded at 1.30pm

**ENVIRONMENT & COMMUNITY SAFETY OVERVIEW & SCRUTINY  
COMMITTEE AD HOC PANEL - OLDER PEOPLE AND COMMUNITY  
SAFETY**

**22 MAY 2009**

Signed

Chair

Dated this

day of



# Community Engagement Briefing Paper

## Introduction

This paper will provide a brief introduction to the new Community Engagement Framework for Brighton and Hove, which was adopted by all members of the 2020 Community Partnership in December 2008. It had previously been adopted by Cabinet at their meeting in November 2008. Full copies of the Framework and an associated report on the consultation process that led to the development of the Framework will be available at the scrutiny panel meeting.

## What is the Community Engagement Framework?

The Framework is both a policy document and a practical resource. As a policy document it sets out the 2020 Community Partnership's commitment to and understanding of community engagement in Brighton and Hove. As a practical resource it provides a clear definition of community engagement and importantly sets specific standards for community engagement that all partners must adhere to. Finally, it identifies the first wave of priority actions that must be taken to improve community engagement in the city.

## Why a Framework?

There were a number of drivers for the Framework. At a national policy level, the new 'Duty to Involve' came into force in April 2009 (as a result of the Local Government and Public Involvement in Health Act 2007) which places a legal duty on public sector bodies to involve citizens. Local Authorities will now also be subject to a new Comprehensive Area Assessment, which includes audit and assessment of not only the structures to support community engagement, but also citizen perception of that engagement.

But just as important has been a desire at a local level to improve activity. There has long been recognition that while there is some excellent practice on the ground, there is also some poor and patchy practice.

A short piece of research conducted in 2007 showed that there was a need to improve practice across the board and to get better at learning from both good and bad practice. There is a great deal of confusion about the language of engagement and a need to be much clearer about what form of engagement is required and how it will be supported. Finally, the research identified the need to improve co-ordination of activity and to prevent duplication, which can cause 'fatigue' and frustration, particularly for community groups on the ground.

## The Framework Actions

There are a number of actions identified in the Framework, which fit under the overarching aims. These include actions such as the development of a cross sector training and development programme for staff and communities; the development of a web page where people can find out about consultations past and present; and an annual 'Get Involved' campaign where people can find out about the council and other public bodies as well as other opportunities to get involved in the community.

**Angie Greany, Community Engagement Improvement Officer  
24<sup>th</sup> June 2009**



## **50+Community Programme end of year report 08/09**

### **Contents**

- 1. Annual 50+CP summary**
- 2. Individual project update**
- 3. Current position of 50+ CP and projects**
- 4. Summary of programme Outcomes and collated targets**
- 5. Individual project target/performance in chart form**

### **1. Annual 50+ CP summary**

#### **Overview**

The 50+CP has had a very productive year and most individual projects have maintained good performance levels throughout. Other than outcome targets 4 (men's health screening) and 5 (numbers of Carer's provided with information on relevant services) the 50+CP have exceeded the annual targets.

The Men's Health Screening project is being managed by DAAT (Drug & Alcohol Action Team) Two screening workers have been appointed and are currently undertaking training and induction alongside the Health Trainers. The workers and the Community Nurse have introduced themselves to local groups and Projects and I will be assisting in the links with community networks.

As mentioned in previous reports the target for outcome 5 was probably set to high as the programme and the Carers Centre had identified many of the Carer's in the demonstration areas in the previous year and much of this years focus would have been on supporting individuals and Carers networks.

In addition to the obvious success of exceeding targets (and in the case of benefit uptake phenomenal success) it's important to draw attention again to the "softer outcomes" taking place as a direct result of community based collaborative working. Through the programmes accessibility and relationships of trust in the community its workers have been able to refer individuals to relevant services and link people into community networks. Besides organizing and co-ordinating activities, courses and projects, engagement workers have supported groups to become constituted and apply for funding to secure their sustainability.

As well as older peoples participation in social, cultural, physical and educational activities enormous achievements have been made in the involvement of local older people in the developing and decision making process. The Hangleton & Knoll Steering group is an excellent example of this. The constituted group sets local priorities & steers the local work of the 50+CP. They hold a budget and manage a grants system for local groups.

Although there isn't a specific 50+ steering group in the Queens Park area older people are represented on the Queens Park/Craven Vale Forum and Cathy Gaunt (Impact worker) has

Jen Stear 50+ Community Programme Co-ordinator  
June 09

1

also had many successes in the Eastern rd area supporting groups to become constituted and individuals to volunteer to co-ordinate groups, take part in consultation and join local tenant forums.

Despite the re-organising of the original 50+CP I believe that collaborative working, referrals, signposting and links with other agencies and local communities will continue between the projects and that this holistic approach to the needs of older people has become embedded in their day to day practice.

### **Challenges**

There have been some barriers to the success and the smooth running of the 50+CP during this year:

Pensioners Forum- as reported previously the engagement workers contract was terminated and it was agreed not to recruit due to the short time remaining. Although the 50+CP continued to work in the area and the Trust for Developing Communities has a part time worker there hasn't been any effective targeted community engagement with older people. This has resulted in a lack of 50+ groups and activities and lessened input on decision making forums compared to the Hangleton & Knoll area, although I have recently spoken with members of the QP/CV Forum who inform me that some local older residents with the Forums support wish to set up some activity and social groups for the area. Although I have given some input to the QP/CV area by membership of the Forum and visiting local groups this has been hampered because I had an extended period of absence due to illness.

Active for life- the 50+ Worker has been in poor health and in addition to a long period of sickness has had continuous problems and absence. Whilst the Active for life generic workers have supported existing groups there has been little development with regards to recruitment and new groups.

Although it will be difficult to evaluate the true effectiveness of this post it is important to continue to explore how to best engage and support the participation of older people in physical activity. A meeting with AFL has been arranged to discuss possible options/outcomes.

Impact Initiatives- Cathy Gaunt Engagement Worker for the Eastern Rd & Turner area reduced her hours to one & half days a week in the last quarter of this year due to securing a permanent post elsewhere. The outstanding budget from the post (a total of 28 hours) was used to support the continuation of the home visiting computer course for the housebound that were identified in the area.

## **2. Individual project update**

### **Neighbourhood Care Scheme**

This quarter has seen Hangleton and Knoll maintain a steady pace with very successful matches. Continuing links are also being maintained with local groups in both areas and the NCS are members of the 50+ steering group. Activity in Queens Park remained above target levels this quarter. The scheme continues to accept and make referrals to and from other agencies as well as within the 50+ Community Programme. Volunteer enquiries and interviews are still being pursued. The scheme continues to receive positive feedback from

Jen Stear 50+ Community Programme Co-ordinator  
June 09

2

Scheme Members for all the help Volunteers have provided and the relationships that have been forged.

### **Publicity/reach of service**

Leaflets are replenished in existing areas of work and included in their home visiting assessment packs which perspective scheme members can pass on to people they think may benefit from the scheme. There are three translated stall boards in Bengali, Arabic and Chinese for events and the scheme will also provide Chinese, Gujarati, Bengali and Arabic translations of the main points of their leaflet.

The scheme continues to publicise the service to other professionals that may come in to contact with older isolated people by providing talks, information & leaflets e.g. Community Nurses

### **Future action:**

- Contact Health centre's/GP practices/dental practice/Polyclinic (send covering letter and leaflets explaining what NCS does)
- Explore possibility of having stand at the Polyclinic and Community centre/s.
- Advertise at Knoll Advice Centre
- Stand booked at Hangleton Library from the 6<sup>th</sup> May for three weeks.

### **Level of service**

There are now 56 Volunteers and 193 scheme members to date across both areas.

In the Hangleton & Knoll area 18 volunteers provided 769 hours of volunteer support to 28 individuals

In the Queens Park/Craven Vale area 34 volunteers provided 1387 hours of volunteer support to 39 individuals. Across the city 175 volunteers provided 7000+ hours of volunteer support to 208 individuals (mainly, 50+).

### **Summary of tasks/support provided**

Gardening

Odd jobs/DIY:

Decorating

Telephone Support

Letter Support

Social chats

Shopping and going out

Help with paperwork

### **Examples of volunteering**

The NCS are able to provide support for individuals who may be vulnerable and isolated as a result of mental health issues or a learning difficulty, and are able to also provide volunteering opportunities to individuals who have had mental health problems. The following examples illustrate this.

- Jim is 59. He was referred to the scheme by Mencap. He has had problems with drink in the past and has a moderate learning difficulty. In October 2008, he was introduced to a volunteer Ian, who had retired from a technical role in the armed

forces. They meet up for coffee etc. – a simple social contact for Jim, who has no family locally and is very isolated.

- Tom is 77. He lives alone and other than an hour a week support from the Grace Eyre Foundation he looks after himself but is very isolated. In March 2008, he was introduced to a new local volunteer Kevin. Kevin who is nearly 60, had to give up work a couple of years ago because of mental health problems. Volunteering with the scheme gives him a way of doing something useful close to home as part of his recovery. He gets on well with Tom, and has been able to address one or two safety issues in Tom's home. He is looking out for him.
- Peter is 60. He suffers from arthritis and bipolar disorder. He referred himself to the scheme because he was lonely and wanted some company, as well as help with small practical tasks and his garden. His mental health workers are reluctant to visit Peter as he can be verbally aggressive. Peter has been introduced to a new volunteer Andrew, an IT worker in his twenties. Andrew hopes to help Peter sort out his basement flat, and perhaps even move, as the flat may not be suitable for Peter.
- The Hangleton & Knoll practical volunteer Michael continues to complete decorating tasks in the neighbourhood. His most recent job involves decorating Scheme member Miss P's hallway and purchased equipment etc from funds via a successful bid to a local charitable trust on behalf of Miss P.

### **Carers Service**

This final quarter the Carers Service has focused their work on an exit strategy. Although funding has not continued for a 50+development worker the two carers groups have received council/PCT funding for a further year. As the development post will have covered publicity and awareness raising, an important part of the exit strategy has been contacting organisations who remain in the neighbourhoods, to try and maintain some of the established links. For example, the 50+ Community development worker from the Hangleton and Knoll project will be attending the Carers Group May meeting. Caroline Orsola Carers Service case worker has been working with Sally Moore, the East Brighton Carers Development Worker to integrate the QP work into the East Brighton Action Plan.

Funding from the East Brighton Healthier Communities Chest was accessed to put on a time for Me Day in Dorset Gardens. This was attended by 24 carers who enjoyed the activities on offer. The event attracted 2 'hidden' carers who saw the advertisements in their local newsletter.

Case work has concentrated on closure of cases, including monitoring forms with carers. There have been a number of applications made for Carers Grant to help carers afford respite activities or alternative therapies. In many cases this can be seen to represent a move towards these carers managing their own needs more effectively following the casework support. Two carers of older people (one with dementia) commented on how hugely their life had improved over the year since they had come into contact with the Centre. Both individuals have had casework and regularly use the group for support. They

commented on the difference in their understanding of the illness being faced by their partner, on their improved mental health and on the sense of having some back up. One carer was supported to attend a consultation on the Older People's Mental Health Strategy and another to the Older LGBT Conference in February.

An Evaluation of the project has been produced by Vic Else. 70 carers from the LAA areas responded to the postal survey and two additional group evaluation meetings were well attended

### **Age Concern Information and Advice Service**

During this period the I&A service contacted 170 Older People in the Hangleton and Knoll area, 117 of these were face to face contacts via events, this is a 53% increase on the last quarter.

108 Older People were contacted in the Queens Park, Craven Vale area an increase of 41 people from the previous quarter. The major issues for those using the service during this period were similar to the last quarter: benefits, utility bills, legal issues, accommodation, and disability equipment.

There has been a good level of referrals to other Age Concern services the 50+ Community Programme and other relevant services such as Brighton Housing Trust, Tax Help for Older people, Access Point, Brighton Leaseholders Association, Elderly Accommodation Counsel, The Federation of Disabled People, Tradespersons List and to the Daily Living Centre.

#### **Volunteers/Recruitment**

There are 11 Volunteers working in the I&A office, 9 advisors and 2 admin workers.

#### **Networking/Promotion**

Lisa Sheppard and Rachel Collins I&A Outreach officers continue to attend and contribute to community meetings strengthening links in the local community and providing the opportunity for partnership work. Lisa attends the Hangleton and Knoll monthly 50+Steering Group meetings and has established links with Health Trainers and the proposed Men's Health Screening project.

Rachel was involved with the Pankhurst Healthy Day event at the Haven and has established links with

Suzanne O'Leary from RISE (formerly the Women's Refuge Project) to explore collaboration re elder abuse and domestic violence in the Tarnar and Eastern Road areas. Suzanne attended several sessions at the Crypt and was able to share service information to several interested clients.

Both workers attend and or get involved with older peoples events promoting the I&A service e.g. NHS pre-retirement course, Lifelines Reading event, Healthy Living Event at Jubilee Library and The Keep Warm Keep Well event at the Hove Stroke Club.

## **Development**

**Hangleton&Knoll** -Lisa co-ordinated a talk to include other 50+CP schemes to the 'Get Together Club' where the new monthly I&A drop in Surgery at the Hangleton Community Centre was promoted.

Lisa is currently researching the feasibility of linking up to work alongside the Alzheimer Society monthly surgery, she would also like to pursue the possibility of using the A/C mini bus to provide more accessible I&A drop in sites and use at locally organised events.

**QP&CV**- Following a successful launch event Rachel Collins and Karen Brown have started a new monthly drop in service at the Haven Pankhurst Avenue.

## **Service Delivery**

**Hangleton&Knoll** - The I&A surgery at Churchill House (BHCC Sheltered Housing Scheme) continues with 10 contacts made with the residents over the last quarter. Lisa worked with one resident and successfully gained a backdated payment of £1625 in Pension Credit. The new monthly I&A drop in Surgery at the Hangleton Community Centre is going well.

**QP&CV**-The Outreach Surgery continues at the Crypt in Kemptown in partnership with Karen Brown from the Local Pension Service. This surgery continues to be well attended and in addition to the overall benefit to A/C client, this partnership offers an opportunity for a much more effective referral process. The attendance at this surgery often overruns due to the high numbers of clients and complexity of the issues.

## **Impact**

As Cathy Gaunt, engagement worker had reduced her hours in this final quarter as a prelude to leaving the post all of the work this period has focused on implementing the exit strategy that was developed in the previous quarter alongside the Neighbourhood Management Team.

Over the year Cathy co-ordinated and/or supported an impressive number of activities, training courses, workshops and groups:

BME Elders group

50+ Drop-In sessions

Cooking for One events

Personal Safety Course

Art workshops

Photography and Creative writing Projects held in partnership with Brighton Women's Centre

Impact IT project

Fit as a Fiddle Bocchia League

Yoga and healthy lunch sessions.

Groups have been helped to become constituted and apply for funding and individuals encouraged and supported as volunteers to co-ordinate groups, take part in consultation and join local tenant forums such as the Health Action Group and Tenants safety group.

Jen Stear 50+ Community Programme Co-ordinator

June 09

6

## **Hangleton & Knoll Project**

With the support of the community development worker (CDW) Gemma Goodey the 50+ Steering Group continue to work hard: strengthening service and community links, developing new initiatives and embedding clear protocols for the Health & Well being grants to local community groups.

### **Networking/Promotion**

- Links are being forged with local and central government, both John Barry (Older Peoples Council and his colleague Ed-Cruikshank Robb have agreed to continue to attend meetings and assist the 50+ Steering Group to have input on 50+ issues on a more strategic level
- The new Men's Health Screening team have been invited to the next 50+ Steering Group meeting to discuss how best to reach those in need of this service and the most effective means of advertising
- Two members of the Steering Group attended Community Events Planning Training, which has armed the group with information and helpful tips for their next annual 50+ event The Steering Group will have a presence at all festival events on a generic HKP information display but have booked a stand at the Churches Together Fair to have specific representation at this event

### **Development**

- Wonderbus have agreed to offer 3 free trips for 50+ residents in 2009. Trips are for those who are particularly isolated with little opportunity for social interaction. A Trip Committee consisting of six residents and group leaders and 2 service providers has been formed to consider how they will best identify eligible residents. Dignity (Cornfords & Son Funeral Directors) has also awarded 50+ residents three half day and two full day trips where transport will be provided, including a driver, free of charge. The Trip Committee will also be discussing how best to administer these trips
- A local resident has worked with 'Crafty Adults' to design flyers and posters to advertise the group, which will be printed in April. A stall at the Churches Together Fair has been booked for the group to sell cards and jewellery etc.
- The H&K gardening scheme has now registered with "Grow Your Neighbours Own", a scheme run by Transition B&H where local volunteer gardeners are matched with a garden owner who can no longer tend the space themselves. Local gardens and gardeners are registered and will be covered by the scheme's public liability insurance. Participation in the scheme also allows access to support and advice from Transition. Gemma has submitted an article to local newsletters advertising for more volunteer gardeners who wish to participate and be registered with the scheme

### **Service delivery**

- The 50+ Health & Well Being Grant panel received 5 applications in the second round of the Grants Programme. The revised grants process worked well following the changes made subsequent to the first round, however, further amendments were proposed to both the Grant Guidelines and Application Form to make for an even smoother decision forum next time. Three of the five applications were granted, some with certain stipulations whilst the Knoll Lunch Club application was rejected on

the grounds of not being sufficiently health promoting. In total, the grants awarded amount to £600, leaving a balance of £400 of the £1000 allocated for this round. The Panel approved a request that some of the under spend be spent on the purchase of a Dictaphone to assist in the current research and evaluation exercises that Gemma is carrying out with various 50+ groups

- Local history and reminiscence group 'The Knollites' continue to enjoy a rapidly increasing membership. The group now has 20 regular attendees all of which were keen to return and bring other contacts to future meetings. Due to the volume of people attending, the group has decided to form a committee to help co-ordinate meetings, plan events and handle the increasing administration of the group. With Gemma's support two group representatives made a successful application to the 50+ Health & Well Being Grant Panel and have been awarded £200. Funds are being managed by the HKP until such time as the group have their own bank account.
- Gemma has been working with various 50+ groups to research and evaluate the benefit and impact each group has had on local residents and is currently summarising findings.

### **What didn't go so well and what are the barriers?**

- Sustainability of the Gentle Exercise Class is a concern due to the funding from Active for Life ending and the limited capacity of the 50+ Active For Life Worker to support this group. Despite efforts from the 50+ AFL worker the group is reluctant to become constituted or manage their own finances. Gemma is working with the trainer, group and AFL to help support a solution and has suggested various funding streams and outlined the support thought to be required to make this come to fruition. The HKP has also offered to be an umbrella organisation to hold funds for this group should any applications be successful
- The Knoll Advice Centre has reported a decrease in people accessing their service. It appears the group has not advertised their services nor had any significant help with advertising for the last four years. As an initial action, Gemma submitted an article to both local Newsletters and will be supporting the Centre with publicity over the next quarter

### **Future work**

- The Steering Group focus over the next quarter will be:
  - To consider funding priorities over the next year and the sustainability of the 50+ Steering Group
  - To organise their second annual 50+ event
  - To finalise arrangements with Wonderbus and Dignity to secure free trips/transport.
  - To amend their Grant Programme documentation and to process and administer future 50+ Health & Well Being Grants
- Gemma will be liaising with Age Concern regarding the new provisional I&G service at Hangleton Community Centre by promoting the service to 50+ residents and group leaders



- The Carers Centre has approached Gemma to discuss the possibility of a 'shared volunteer' for both 50+ work and as a support to the Carers monthly Coffee Morning. This idea is still very much in negotiation but is considered a positive suggestion for all concerned
- Support the work of the Men's Health Screening project.
- Contribute to the developments of the Information Prescription NHS initiative.
- Attending Adult Advancement and Careers Service Conference to ensure strong links between 50+ workforce and AACCS pilot scheme.
- Collate and analyse evaluations undertaken with community groups

### **Pension service**

Karen Brown, Pension officer has continued to visit as many LAA residents as possible. Her colleagues have had to do some visits on her behalf due to high work load. Work permitting Karen continues to attend the QPCV practitioner's meetings and has planed a monthly drop-in with Rachel from Age Concern I&A service at The Haven. The drop in sessions at the Crypt continue to be successful. Karen has attended Domestic Abuse Awareness training, RIPH level 2 Understanding Health Improvement (certificate awarded) and continues to up-date her British Sign Language skills. She also spent a day at Hyman Fine House as a volunteer which has increased the awareness of the service and resulted in new visits.

Karen has been carrying out questionnaires with clients to gauge the impact of the service and its benefit to individuals which will be included in the 50+CP evaluation but here is one example "My flat is clean and tidy and I'm not ashamed to let visitors in. Because of you and your team my settee and toilet have been raised for my ease and comfort. Because of all your help my life has become so much more enjoyable"

### **Home Front handy person scheme report**

There has been an increase this quarter of referrals from ASC possibly as a result of Home Front presentations. Although advertising of the scheme is an important element in maintaining and improving referral levels Anchor will only direct limited money and resources in to this area until the tender is decided this summer and Anchor know if they are continuing to run the scheme until 2011.

#### **Priorities (dependent on successful tender)**

- More Home Front leaflets will be printed and handed out to various organisations to increase referrals.
- Further presentations promoting the Home Front and Handy Person Scheme's.
- Establish more places to advertise the service.
- Organising talks with the local Care Providers and involving them with the Home Front scheme. The carers could provide information/leaflets and refer those who they believe would benefit from the service.

### **3. Current position of 50+ Community Programme and projects**

As the two year 50+ Community Programme comes to a close each project has been considered and another arrangement agreed in line with ASC and the PCT priorities. The arrangements currently stand as follows:

Active for life 50+ Sports development officer.- Due to the difficulties mentioned previously this post is currently postponed but under discussion with AFL and a proposal will be presented to the PCT

Age Concern-Information &Advice service – will receive 50% funding towards 2 part time outreach worker posts. Age Concern will match fund the project to maintain the current level of service.

Anchor Home Front Service caseworker – this project receives its funding from BHCC housing department and will be under going evaluation/tender application.

Carers Centre Outreach and case worker – funding has been provided to provide support hours to two Carers groups for a year.

Hangleton & Knoll Project 50+Senior Development Worker – funding has remained static and the service will stretch to support wider area and specific pieces of work

Impact Initiatives community engagement worker for Tarner and Eastern Rd - the post holder has taken up new employment and further funding has not be sought.

Pensioners' service (managed by Impetus) community engagement worker for the Queens Park/Craven Vale area - as mentioned previously following difficulties this post was deleted earlier in the year and the outstanding monies (3 months) was returned to the programme

We are aware of the high level of older residents living in the areas that were covered by the two community engagement posts above and are currently exploring the feasibility of a 50+ Community engagement worker. I will continue to attend the Queens Park & Craven Vale forum and the revised team will continue to attend the QP/CV Practitioners' meetings the Tarner Health Action group and the Eastern Rd Partnership Forum. We will maintain our commitment to the Neighbourhood Charter despite the dispersal of the Neighbourhood Management team.

#### **4. Summary of programme Outcomes and collated targets**

**Outcome 1 - Nos. of new people contacted & given information**

Annual target 2,960

Annual total 3,316

**Outcome 2- Nos. of older people or their carers offered support to improve quality of life**

Annual target 1,660

Annual total 2,687

**Outcome 3 - Nos. of people signposted or referred to pension service**

No annual target

Annual total 226

**Outcome 4 - Nos. of people signposted or referred to Men's Health Screening Programme**

2 men's health trainers have been appointed and completing induction – scheme being managed by DAAT (Drug & Alcohol Action Team)

**Outcome 5 Nos. of carers provided with information on relevant services**

Annual target 410

Annual total 288 – may have identified most Carers in the area in the first year of the programme

**Outcome 6 -Nos. of people taking up an activity or service for the first time (including educational, volunteering, employment, leisure health & fitness)**

Annual target 468

Annual total 1,133

**Outcome 7 - Nos. of people continuing to be involved in on-going sustained (long term) activity/groups**

No annual target

Annual total 601

**Outcome 8 - Nos. of people involved in local governance/decision making forums**

No annual target

Annual total 103

**Outcome 9 - New initiatives emerging from local governance/decision making forums**

No annual target

Annual total 27

**Outcome 11 Nos. of Falls Interventions total 463**

## **Additional Information**

### **Neighbourhood Care Service**

56 Volunteers to date across both areas

193 Scheme members (service users) to date across both areas

In the Hangleton & Knoll area 18 volunteers provided 769 hours of volunteer support to 28 individuals

In the Queens Park/Craven Vale area 34 volunteers provided 1387 hours of volunteer support to 39 individuals

Across the city 175 volunteers provided 7000+ hours of volunteer support to 208 individuals (mainly, 50+).

### **Pension service**

% of visits resulting in benefit uptake (last quarter)

Hangleton & Knoll 55%

Queens Park, Craven Vale, Tarner, Eastern Rd 37%

### **Benefit uptake/increase for 4<sup>th</sup> quarter (per week)**

Hangleton & Knoll £2186.36

Queens Park, Craven Vale, Tarner, Eastern Rd £2344.37

### **12 month cumulative total in each area (per week)**

£7860.14 H&K

£12004.04 QP

**Combined weekly total for both areas in the past 12 months £19864.18**

### 5. Individual project target/performance in chart form

4th Quarter/ end of year results 1st April 08 – 31<sup>st</sup> March 09

Performance Indicator 1 - Nos. of new people contacted & given information – overall annual target 2,960								
Agencies	Active For Life	Age Concern I&A Service	Anchor Home Front	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pensions Service
<b>Agencies annual target</b>	150	500	500	150 new carers/20 hidden carers	500	500	140 members	500
<b>4<sup>th</sup> Quarter</b>		178	111	20	153	7	16	75 including 39 @ Crypt & 7 people English not first language
<b>Annual figure</b>	161	550	1021	78 (including 10 hidden carers)	721	592	193	423 including 128 @ the Crypt & 38 English not first language
<b>End of year outcome</b>	Exceeded	Exceeded	Exceeded	unmet	Exceeded	Exceeded	Exceeded	Unmet by 77
<b>Comments</b>		This number includes people using the service via the main office but living in the agreed areas	25 Events within the year	Outreach worker vacancy-unrealistic target?				As the service has become established the focus will have shifted from making new contacts to carrying out checks/home visits
<b>End of Year - April 09 overall total 3,316 Exceeded</b>								

<b>Performance indicator 2- Nos. of older people or their carers offered support to improve quality of life – overall annual target 1,660</b>								
<b>Agencies</b>	Active For Life	Age Concern I&A Service	Anchor Home Front (safety & security audits, adaptations)	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pensions Service
<b>Agencies annual target</b>	N/A	350 of the 500	300 Audits 150 Adaptations	80 of the 150	350 of the 500	350 of the 500	80 members	No target
<b>4<sup>th</sup> Quarter</b>		161	Audits 39 Adaptations 9	19	135	80	8 assessment visits	260
<b>Annual figure</b>	N/A	422	Audits 226 Adaptations 94	110	288	536	Assessment visits 50  Number of Members 193	818
<b>End of year outcome</b>		Exceeded	Audits Unmet Adaptations unmet		Unmet by 62	Exceeded	Exceeded	No target
<b>Comments</b>	See No. 6 “people taking up activity”		251 Audits were arranged but 68 cancelled		In the 4 <sup>th</sup> /final quarter workers Reduced hours reduced to 1 day per week contact time		Possibly higher figure dependent on outcome of assessment visit	Number will include small number of people already seen with further queries Age Concern often able to give additional information.
<b>End of Year - April 09 overall total 2,687 Exceeded</b>								

<b>Performance indicator 3 - Nos. of people signposted or referred to pension service</b>								
Agencies	Active For Life	Age Concern I& A Service	Anchor Home Front	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pension Service
<b>Agencies annual target</b>	10% of all people seen	“	“	80 people	“	“	“	N/A
<b>4<sup>th</sup> Quarter</b>		17	13	0	0	0	0	
<b>Annual figure</b>		33	64	3	89	33	4	
<b>End of year outcome</b>		<b>Check%</b>	<b>check</b>	<b>unmet</b>	<b>Check %</b>	<b>Check%</b>	<b>unmet</b>	
<b>Comments</b>	unable to obtain info due to staff illness			12 carers referred to ASC for Carers Needs assessment or Review. 18 Carers referred to other agencies, Alzheimer's Society etc				
<b>End of Year - April 09 overall total 226</b>								

<b>Performance indicator 4 - Nos. of people signposted or referred to Men's Health Screening Programme</b>
2 mens health trainers have been appointed and completing induction – scheme being managed bt DAAT (Drug & Alcohol Action Team)

<b>Performance indicators 5 - Nos. of carers provided with information on relevant services – overall annual target 410</b>								
Agencies	A.C.T	Age Concern I&A Service	Anchor Home Front Service	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pensions Service
<b>Agencies annual target</b>	No target	No target	No target	350 existing carers 20 Hidden Carers	20 of the 350	20 of the 350	No target	No target
<b>4<sup>th</sup> Quarter</b>		1	6	244 existing + 5new	0	1	0	
<b>Annual figure</b>		4	24	249	5	5	1	
<b>End of year outcome</b>	No target	No target set	No target set	<b>Unmet</b>	<b>Unmet</b>	<b>Unmet</b>	No target set	
<b>Comments</b>					Unrealistic target as many s/u are S/H tenants			
<b>End of Year - April 09 overall total 288 unmet</b>								

**Performance indicator 6 -Nos. of people taking up an activity or service for the first time including educational, volunteering, employment, leisure, health & fitness – overall annual target 468**

Agencies	Active For Life	Age Concern I&A Service	Anchor Home Front Service	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pensions Service
<b>Agencies annual target</b>	113	150 of the 350 20 Volunteers	N/A	No target	70 of the 350	70 of the 350	30 service users 15 volunteers	N/A
<b>4<sup>th</sup> Quarter</b>		131			70	82	New Volunteers 6 Service users 3	
<b>Annual figure</b>	65	366 + 11 vols	N/A	No target set	466	188	New Volunteers this year 14 New Scheme Members 23	
<b>End of year outcome</b>		Numbers taking up service exceeded  Numbers of volunteers unmet by 7			Exceeded	Exceeded	New Volunteers unmet by 1  New Scheme members unmet by 7  56 volunteers across both areas	
<b>Comments</b>		This number includes people using the service via the main office but living in the agreed areas			Includes participants in yoga; Bocchia; art; photography; IT and creative writing and reminisce sessions		This is a good number of new members as the scheme has to manage the needs of existing scheme members, support volunteers as well as recruitment	
<b>Outcome</b>	unmet	Exceeded	N/A	No target	Exceeded			N/A
<b>End of Year - April 09 overall total 1,133 Exceeded</b>								



<b>Performance indicator 7 - Nos. of people continuing to be involved in on-going sustained (long term) activity/groups</b>								
Agencies	Active For Life	A/C I &A Service	Home Front Service	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pensions Service
<b>Agencies annual target</b>	No target	No target	N/A	No target	State Numbers in addition to the 70 people in new activities		Nos. of sustained volunteers on books at end of period	N/A
<b>4<sup>th</sup> Quarter</b>		0		0	60	8	4	
<b>Annual figure</b>	49	0	N/A	135	219	142	56	N/A
<b>End of year outcome</b>	No target set	No target set	N/A	No target set	No target set	No target set	No target set	N/A
<b>Comments</b>								
<b>End of Year - April 09 overall total 601 (no target set)</b>								

<b>Performance indicator 8 - Nos. of people involved in local governance/decision making forums</b>								
Agencies	Active For Life	Age Concern I &A Service	Anchor Home Front Service	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pensions Service
<b>Agencies annual target</b>	N/A	N/A	N/A	No target	No target	No target	N/A	N/A
<b>4<sup>th</sup> Quarter</b>	0	0	0	0	18	7	0	0
<b>Annual figure</b>	N/A	N/A	N/A	6	45	52	0	0
<b>End of year outcome</b>	N/A	N/A	N/A		These will be people involved with local resident forums and steering groups for activities/events/courses (which will not be sustained involvement)		N/A	N/A
<b>Comments</b>								
<b>End of Year - April 09 overall total 103 (no target set)</b>								

<b>Performance indicator 9 - New initiatives emerging from above groups</b>								
<b>Agencies</b>	Active For Life	Age Concern I&A Service	Anchor Home Front Service	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pensions Service
<b>Agencies annual target</b>	N/A	N/A	N/A	Report activity	Report activity	Report activity	Report activity	N/A
<b>4<sup>th</sup> Quarter</b>	0	0	0	0	7	3	0	0
<b>Annual figure</b>					22	5		
<b>End of year outcome</b>	N/A	N/A	N/A	N/A	No target set	No target set	N/A	N/A
<b>Comments</b>					Bocchia games/league one to one IT Photography Creative writing Art sessions; Int Women's Day involvement; Yoga sessions	Health & Wellbeing grants panel 50+ Steering group 50+ Website 50+ Information event Trips Committee		
<b>Outcome</b>								
<b>End of Year - April 09 overall total 27 (no target set)</b>								

<b>Performance indicator 10- Nos. &amp; % of user and/ or carers feedback forms returned &amp; analysed</b>								
<b>Agencies</b>	Active For Life	A/C I&A Service	Anchor Home Front Service	Carers Centre	Impact initiatives	Hangleton & Knoll project	Neighbourhood Care Scheme	Pensions Service
<b>Agencies annual target</b>	Aim for 60% return rate			NB separate evaluation being done to include casework feedback	Aim for 60% return rate		Aim for 60% members 40% volunteers return rate	Aim for 60% return rate
<b>4<sup>th</sup> Quarter</b>		25%	15	0		9	QP Volunteers 45% Service users 23% HK Volunteers 40% Service users 29%	
<b>Annual figure</b>	40	31.25%	58	34	77	40	<b>check</b>	
<b>Comments</b>				NB separate evaluation being done to include casework feedback				

<b>Performance indicator 11 Nos. of Falls Interventions</b>		
<b>Agency</b>	Neighbourhood Care Scheme	Home front
<b>Annual Targets</b>	100	No target
<b>4<sup>th</sup> Quarter</b>	62	16
<b>Annual figure</b>	421	42
<b>End of year outcome</b>	<b>Exceeded</b>	No target set
<b>Comments</b>	improvements to access, light bulbs changed, Trip hazard remedy, over-reaching remedy, accompanying to medical appointments	Grab rails etc

