

Agenda Item 28 Appendix 1

Monitoring Outcomes of the Older People and Community Safety Scrutiny Review

Rec Number	Scrutiny Recommendation	9 December 2009 Cabinet Response (from PCST, Primary Care Trust, ASCH)	Action taken or likely date of action
1	<p>Information for older people</p> <p>The panel recommends that a purpose designed booklet be provided to older people in user-friendly format to engage and inform on community safety and keeping safe.</p>	<p>The PCST will work with Adult Social Care to produce a good quality handbook for Older People.</p> <p>In July 2009 NHS Brighton and Hove and Brighton and Hove City Council (Adult Social Care) launched <i>Information Prescriptions</i> as a six month pilot scheme. The prescriptions are a tool that can be used for both health and social care staff and will help service users to:</p> <ul style="list-style-type: none"> • feel in control and independent; • gather information at an appropriate time, quickly and easily; • access information in a format that suits them; and • reduce the need to use health and social care services. 	<p>Work is continuing to produce the community safety handbook for Older People, aiming for a launch at the start of 2011.</p>

		<p>Information and advice about community safety could be included in the website.</p> <p>ASC&H can contribute can contribute to the production of an information document, the content needs to be broader and examples of the publications used in Crawley and Mid Sussex and the Be Smart Be Safe Handbook were considered good practice.</p>	
<p>2</p>	<p>inter-generational initiatives</p> <p>The Panel recommends inter-generational initiatives to help raise awareness, build resilience and feelings of safety of older people and better understanding between different age groups.</p>	<p>The PCST will work with its partners, particularly those which deliver initiatives targeted at Young People, to introduce inter-generational work where appropriate.</p> <p>The Healthy Ageing Sub-Network (including WHO Healthy Cities, Healthy Ageing Sub-Network) The Healthy Ageing Sub-Network is to include inter-generational development in their next development programme.</p> <p>NHS Brighton & Hove and Adult Social Care have are represented at the Centre for Intergenerational Practice which could be used to inform/develop</p>	<p>While there are many activities within day to day community safety work which address specific problems which could be related to inter-generational problems (within our responses to casework and community solutions, for example) it has not yet been possible to carry out specific inter-generational work. This recommendation will however, remain for implementation as soon as resources allow.</p>

		<p>initiatives.</p> <p>NHS Brighton & Hove and Adult Social Care are working together on a peer support development programme being developed under the National Dementia Strategy Demonstrator Site bid.</p> <p>ASC&H can facilitate inter generational work; this happens on some Council Housing Estates and there have been links with schools and sheltered housing schemes.</p>	
3	<p>Equalities Impact Assessments</p> <p>The Panel recommends Equalities Impact Assessments be brought forward with wide consultation with older people on policies/strategies of the Council and Partner organisations. This will help eliminate or minimise adverse impact on the mobility, independence and quality of life of older people and their ability to interact fully in society.</p>	<p>The PCST will incorporate assessments on the effect of its policies and practices, within its wider equalities impact assessment work.</p> <p>NHS Brighton & Hove have a robust programme for reviewing all policies, procedures and commissioning decisions that currently includes older people. (This process is under review).</p> <p>Equality Impact Assessments are carried out and these consider the impact on older people of policies and strategies. The monitoring of EIA's must ensure the relevant emphasis is given.</p>	<p>All policies/projects are subject to Equality Impact Assessment at least every 3 years with a timetable agreed by the council's Equality Steering Group. ASC&H currently have over 50 EIAs published, ranging from services of direct relevance to older people (Supported Housing, Older People's Housing Strategy) to services which include older people (Personalisation Strategy, Sussex Homemove). Actions are checked by the Directorate's equality group and signed off at AD level, with similar arrangements across all Directorates. Evidence from EIAs has been used to create a 'library of good practice' within ASC&H. The Communities & Equality Team provide corporate monitoring of EIAs to ensure we achieve the standard required</p>

			<p>by the Equality Framework.</p> <p>Government have announced that, with the implementation of the public sector equality duty in April 2011, there will be new guidance published on Equality Impact Assessments. There is currently a public consultation underway.</p>
4	<p>Mainstreaming Successful Schemes</p> <p>The Panel recommends that the Neighbourhood Care Scheme, and other programmes shown to be successful in working with isolated vulnerable older people, be mainstreamed.</p>	<p>N/A</p> <p>This will be considered alongside other priorities when commissioning services.</p> <p>Annual funding can be problematic for some projects and some good work is lost when the monies available are for new initiatives. Mainstreaming could become part of the commissioning function to ensure VFM.</p>	<p>In terms of our grants programme Council has committed to Three Year Discretionary Grant 2010-13 at £25,000 pa in support of the Neighbourhood Care Scheme. Our grants also support a number of other organisations working with isolated older people such as Age Concern & the Carers Centre.</p> <p>Community Chest Grants in Turner and Eastern Road have also supported the NCS with two small grants (one from each area) of £500 each. The Health Action Group also awarded £500 from the Healthy Neighbourhoods Fund. This funded a publicity campaign and was successful in getting more volunteers and clients.</p> <p>In line with the new Intelligent Commissioning arrangements being introduced across the Council a strategic overview of the range of activities that support the health and wellbeing agenda which included Neighbourhood Schemes in the City will be formed. This approach will be</p>

			mindful of the interrelated work across communities and new and emerging policy directives from central Government.
5	<p>Housing Policy</p> <p>The Panel recommends that the Council consider giving some priority for a move in an area near family or friends where support for an older person would be nearby.</p>	<p>N/A</p> <p>N/A</p> <p>The review of the choice based lettings system could enable applicants to be awarded priority in relation to their ability to offer or receive acknowledged support. This would mean people could then be housed in a certain area of the City, receive support from local people and minimise their dependency on services.</p>	<p>In the last policy review this clause was added to Band C under the Homemove Scheme:</p> <ul style="list-style-type: none"> • People who need to move to a particular area in the city where failure to meet that need would cause hardship, eg to give or receive support. <p>A full re-review of the Allocations Scheme is under way and this will be taken forward to ensure that this is the correct priority for these people for social housing.</p>
6	<p>Cold Calling</p> <p>The Panel recommends that to help combat doorstep crime, Trading Standards consider the introduction of 'no cold-calling' zones in areas identified from intelligence.</p>	<p>The PCST is in discussion with Trading Standards about whether or not this work can be implemented.</p> <p>N/A</p> <p>ASC&H will liaise with Trading Standards in adopting these zones, this already happens in relation to the</p>	<p>In March 2010 Trading Standards (TSD) purchased 10,000 uninvited doorstep caller warning stickers jointly with Sussex Police. Due to public demand B & H TSD ordered another 2,000 in July.</p> <p>Following a successful press release featured in The Argus in 22nd March 2010 we received over 90 ConsumerDirect South East</p>

		sheltered housing schemes.	<p>referrals/notifications requesting mailbox stickers from consumers and advice agencies which include The Deaf Association, Home Adaptation's Team and East Sussex Fire and Rescue.</p> <p>We have promoted the stickers at a number of events including for example: Hangleton Community Centre – 50+ Event ; Electric Blanket testing; Site Waste Management Plans Hove Town Hall – stand; Lets Do Business show at Brighton Racecourse; Staff Conferences (HTH); Summer Solstice & Public Services Exhibition; Kemptown Community Safety Action Group; Occupational Health Event theme: gardening; Dementia Day</p> <p>In addition all TSD Rapid Action Team referrals clients are provided with the stickers.</p> <p>Stickers will be promoted at future events including Catholicity Bazaar, Deaf Association Event, City Assembly - for tenants and leaseholders and Dementia awareness day.</p>
7	<p>Domestic Violence</p> <p>The Panel recommends that regular training be further developed for every professional carer and</p>	<p>The Senior Officer Strategy Group for Domestic Violence is to consider the resource implications of this recommendation.</p> <p>Suggest that this recommendation is</p>	<p>The Partnership Community Safety Team have trained over 70 staff within Housing Services about the new Multi- Agency Risk Assessment and Court processes which deal with domestic violence.</p>

	<p>volunteer working with older people in looking for early signs of elder abuse and domestic violence.</p>	<p>discussed at the Domestic Violence Senior Officers Group.</p> <p>Ongoing training for ASC&H staff to raise awareness of elder abuse and domestic violence.</p>	<p>An Intelligent Commissioning Pilot on Domestic Violence is being carried out for the city. Needs assessment and service mapping are nearing completion and the steering group is moving towards identifying outcomes and commissioning priorities.</p> <p>A key priority and recommendation will be in relation to developing workforce skills in order that staff at all appropriate levels, are able to identify and respond to domestic violence. We will ensure that the recommendation integrates with training plans in relation to elder abuse.</p>
8	<p>Information on Domestic Violence</p> <p>The Panel recommends that additional research and analysis be carried out including with service users. This would provide the council and partner agencies with better information on the extent and nature of domestic violence involving older people and elder abuse to help further develop preventive and support services.</p>	<p>The Senior Officer Strategy Group is to consider the best means of implementing this recommendation.</p> <p>Suggest that this recommendation is discussed at the Domestic Violence Senior Officers Group.</p> <p>ASC&H to be part of this information collection and sharing protocol.</p>	<p>As part of the Intelligent Commissioning pilot work, we have commissioned the New Economics Foundation to work with our specialist Third Sector provider, RISE, to apply a Social Return on Investment model which will specifically identify the views of service users, as to what services they would like to see commissioned. That information will be fed into the discussions which will determine the commissioning priorities.</p>

<p>9</p>	<p>Select Committee on Dementia The Panel recommends that operational protocols between agencies regarding elder abuse in cases of mental illness be referred on to the Select Committee on Dementia.</p>	<p>N/A</p> <p>It is anticipated that this recommendation will be picked up as part of the Select Committee on Dementia.</p>	<p>This recommendation was taken to the Select Committee on Dementia and has been incorporated into new protocols on dementia. A full response to all the work of the Select Committee is to be taken to the Overview and Scrutiny Commission in due course.</p> <p>Operational arrangements in relation to elder abuse and mental illness are in place and implemented and monitored within the Adult Safeguarding procedures for the City.</p>
<p>10</p>	<p>Racist/Religiously crimes/incidents</p> <p>The Panel welcomes the many initiatives regarding racial harassment and older people. The Panel recommends that good practice examples such as reporting centres are extended to vulnerable older people including LGBT communities and disabled older people.</p>	<p>The PCST to implement this recommendation.</p> <p>--</p> <p>ASC&H will ensure models of good practice are explored and adopted as appropriate.</p>	<p>The Partnership Community Safety Team has this year, extended its work to specifically address crimes and incidents which are experienced by those with disabilities. That work includes within its focus, those people who are at particular risk or vulnerable because of their age. A campaign is to be launched before the end of the year, to encourage reporting and provide information about what support people can expect to receive if they do come forward and report incidents or seek help.</p> <p>Our minimum casework standards, now set out how the needs of vulnerable victims and perpetrators, will be assessed and support be provided if that is required. Those assessments</p>

			will include liaison with Adult Social Care if that is appropriate.
11	<p>Alcohol and older people</p> <p>The Panel welcomes the social marketing campaign on the serious health consequences of alcohol abuse by older people.</p>	<p>The Alcohol Strategy Group is carrying out consultation with Older People as to the most effective way of providing information and assistance to Older People.</p> <p>The Cheers! report (social marketing campaign looking at alcohol consumption and older people) has informed the Alcohol and Mental Health Strategies.</p> <p>The Cheers! report (social marketing campaign looking at alcohol consumption and older people) has informed the Alcohol and Mental Health Strategies.</p>	<p>Dealing with the harm arising from the misuse of alcohol, is the subject of an Intelligent Commissioning pilot for the city. A needs assessment and identifying gaps in services is completed and we are now moving towards identifying 'outcomes' and commissioning priorities. That process is overseen by The Alcohol Programme Board (chaired by Chief Executive of the PCT). There will be outcomes which specifically seek to change the social marketing of alcohol with a view to reducing consumption in the city overall. There will also be outcomes which address the specific needs of older people who drink to harmful levels.</p>
12	<p>Social spaces for older people</p> <p>The panel recommends that licensed and unlicensed venues be encouraged to consider offering good value daytime activities and food and drink with the aim of</p>	<p>N/A</p> <p>ASC&H would look to participate in this work in relation to building communities on estates and ensuring the relevant services are provided for older people in</p>	<p>Our statement of licensing policy is in process of triennial review. A consultation process has been completed and report due to Licensing Committee on 18th November 2010 for full Council on 16th December. The policy direction is to include results from the health impact assessment of licensing as a means of assessing the health impacts of policies on our local population using quantitative, qualitative and participatory</p>

	attracting older customers.	the city.	techniques. The impact of policy and its potential effects on the health of a population, and the distribution of those effects within the population is assessed. Alcohol specific mortality, mortality from chronic liver disease, alcohol specific hospital admissions and alcohol attributable hospital admissions are all significantly worse locally than the picture seen nationally. Licensing policy supports entrepreneurial activity, promoting the city's businesses, supporting growth of creative industries sector, extending the business improvement district. The city's cultural offer already engages with a high number of its residents of all ages.
13	<p>Data on older people</p> <p>The panel recommends to enable the Council jointly with partners target future preventative work with older people, that where possible consistent data be distinguished by age and gender for vulnerable older people. This includes alcohol-related incidents and harm, black and minority ethnic population, domestic violence, disabled, LGBT</p>	<p>The PCST to implement this recommendation within CDRP services as far as is possible.</p> <p>Suggest that this recommendation is picked up through the Partnership data group (analysts working for the Council; Police, NHS Brighton & Hove etc)</p> <p>By agreeing to hold data on older people in a consistent way partners would have the ability to provide more effective analysis.</p> <p>This could be addressed in the council</p>	<p>Police, Ambulance and Accident and Emergency Data is now recorded and can be analysed, in relation to age and gender. Those arrangements are in the process of being extended to include alcohol related and other data systems and target groups.</p>

	and other minority groups.	through the development of CRM corporately.	
14	<p>Police independent advisory group</p> <p>The Panel recommends that the Older People's Council be asked to nominate an older person to serve on the Sussex Police Independent Advisory Group.</p>	<p>Sussex Police are to implement this recommendation.</p> <p>N/A</p> <p>This request has been made to the OPC by the Police and will be discussed at their meeting 28 October 2009.</p>	<p>The Older People's Council has now nominated a representative to the Sussex Police Independent Advisory Group who has attended meetings.</p> <p>The Chair of the IAG has assured that should there be a crime committed to an elder member of the community which comes to the attention of the IAG, then other representatives of the older community will be invited to attend appropriate meetings.</p>
15	<p>Customer relationship management</p> <p>The Panel recommends that to facilitate contact with older vulnerable people, the Council's Customer Relationship Management system be extended to include this population group.</p>	<p>N/A</p> <p>N/A</p> <p>ASC&H would need to adapt their front line services to utilise CRM to provide this improved customer service.</p>	<p>After careful consideration the Programme for 'Improving the Customer Experience' recommended that council's Customer Relationship Management System was not rolled out corporately across all services unless there became a clear business case to do so. Professional opinion was that there would be greater benefits for the customer by supporting services to fully resolve enquires at the first point of contact by empowering staff and making better use of existing systems and where possible making better links between back office systems. This approach was agreed at Cabinet in April 2010.</p>

16	<p>Consultation</p> <p>The Panel recommends further consultation and analysis using the Community Engagement Framework to identify and respond to older people's specific concerns about community safety.</p>	<p>PCST to discuss this recommendation with the Policy lead of community engagement.</p> <p>N/A</p> <p>ASC&H would contribute to this work as required.</p>	<p>The Community Engagement Framework supports the delivery of best practice in engagement with older people to ensure their views and needs are identified and addressed through the implementation of actions designed to:</p> <ul style="list-style-type: none"> • Raise awareness and understanding about engagement and the role of engagement • Improve the skills of staff and organisations to engage • Encourage more collaboration and co-ordination of engagement activity • Achieve value for money <p>The Partnership Community Safety Team are currently, in collaboration with the police, developing a range of publicity activities aimed at increasing trust and confidence in the city and reducing fear of crime. Further emphasis is to be given in that work to targeting the specific needs of the older population.</p>
17	<p>B&H Community Safety Crime Reduction & Drugs Strategy 2008–2011 The</p> <p>Panel recommends that the particular needs of older people for keeping safe and</p>	<p>The PCST to implement this recommendation.</p> <p>N/A</p>	<p>The Partnership Community Safety Team are to begin the review of its Community Safety, Crime Reduction and Drugs Strategy in December 2010 in order to prepare the new Strategy for 2011 – 2014. The review will incorporate this</p>

	maintaining independence should feature more prominently in the review of the B&H Community Safety Crime Reduction and Drugs Strategy 2008 – 2011.	ASC&H would support this as appropriate.	recommendation and ensure that the particular safety needs of older people are specifically identified and addressed.
18	<p>Monitoring Action</p> <p>The Scrutiny Panel asks its parent committee ECSOSC to monitor the implementation of actions following this scrutiny review. It also requests ECSOSC to add community safety work regarding minority older groups, to its work programme.</p>	<p>The PCST to take the lead in implementing this recommendation.</p> <p>N/A</p> <p>ASC&H will support this monitoring by providing the relevant details of progress made towards the recommendations.</p>	The PCST are taking the lead in monitoring this work programme.

