

## EXECUTIVE SUMMARY

Commissioned by Derbyshire County Council, this review has looked at a wide range of issues affecting the lives of older people. Its recommendations will need to be considered by a range of agencies if improvements are to be achieved. Partnership working between the County Council, each District/Borough Council, Primary Care Trusts and a range of voluntary and private agencies is required.

The review has been citizen focussed rather than service based. The findings are the result of widespread consultation and the recommendations reflect issues identified from the national agenda, as well as those specific to Derbyshire.

From the consultation four main themes were identified:

- ⇨ Older people wish to live as long as possible in their own homes, maximising independence, dignity and self respect.
- ⇨ Older people wish to feel and be safe.
- ⇨ Older people wish to be healthy and to be reassured about health matters.
- ⇨ Older people wish to have a good quality of life.

Derbyshire is already a provider of high quality services. The comprehensive performance assessment completed by the Audit Commission in 2002 rated Derbyshire County Council as an excellent Authority. This is based on the services it provides, its commitment to "putting people first" and the desire and its potential to continuously improve its services. This excellent assessment is reinforced by the information coming directly from the public, through consultations such as the Derbyshire Household Survey carried out by MORI.

The good quality of older people's services delivered by the Social Services Department is demonstrated by its achievements within the Performance Assessment Framework (PAF). Achievements include:

- ⇨ having some of the best cost and efficiency statistics for older people's community and residential services<sup>1</sup>;
- ⇨ performing well with regard to the number of older people helped to live at home in the community<sup>1</sup>;
- ⇨ considerable increases in the number of people receiving intensive home care packages<sup>1</sup>;
- ⇨ reducing the numbers of people using residential and nursing care, by transferring the resources to community provision<sup>1</sup> (in addition to the performance indicator this is very much in line with the wishes of the public).

In the bandings relating to quality of services for older people, Derbyshire is in the good or very good band ranges for the targets set.

<sup>1</sup> See Social Services Performance Assessment Framework 2001/02

The Authority has a long and positive history of working in partnership with the Health Service<sup>2</sup>. It is also committed to a significant investment in home care services, which are free at the point of delivery. This ensures access is only limited by eligibility and not by an individual's ability to pay. The services also deliver high satisfaction rates. This is evidenced by the user satisfaction survey that is undertaken annually.

The user satisfaction survey into home care is part of the widespread and regular consultation with the public and service users, undertaken by the Authority. Such consultation has increased considerably with the advent of Best Value and has been positively commented upon by external inspectors<sup>3</sup>.

Consultation with older people with regard to health issues shows their view, in broad terms, to be positive. People felt that when "ill" the service was there for them and generally reported that there is not a problem in obtaining appointments with GPs or other Health staff.

Concessionary travel within Derbyshire is more generous than within many neighbouring Authority areas. Derbyshire County Council is unusual in that it makes a contribution towards the costs of concessionary travel. In many areas, county councils take no active role in the provision of concessionary travel and it is left solely to District Councils.

There is strong evidence from the Education Department that the demand for provision for Lifelong Learning for older people is real and that the numbers of older people using services are increasing. In addition, from a beneficial quality of life perspective as well from that of lifelong learning, there is evidence of positive intergenerational work in local schools<sup>4</sup>.

Derbyshire County Council recognises the role that libraries can play in providing information to the public. This is particularly relevant for older people given the large numbers who are regular library users.

This commitment to improved information provision is evidenced in the developments underway within the Authority's Change Management Programme, which looks to improve the ways and ease with which the public accesses County Council services. The whole focus of the programme is based on the principle of "putting people first".

The Authority is continually looking to improve and seek further ways of moving services forward. As far as older people are concerned, it is believed there are ways in which consultation with older people can be extended to true engagement with older people. This will involve enabling older people to be involved in setting the consultation agenda, rather than simply responding to the questions asked.

Working with older people, the review determined those factors which influence the achievement of the four main themes. From the range of issues, nine areas for

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<sup>2</sup> See Joint Review Report 2001

<sup>3</sup> See CPA Report and Best Value Inspection Reports

<sup>4</sup> See "Comparison" section of this report

attention were prioritised. This process refined down the range of issues to a number that are realistically achievable. This was a decision based on priorities to prevent dilution of the intensity of effort and, therefore, maximise opportunity for progress.

The nine sub-sets identified are:

- ◇ Partnership
- ◇ Accommodation
- ◇ Information
- ◇ Transport
- ◇ Practical Support at Home
- ◇ Advocacy
- ◇ Safety
- ◇ Health Issues
- ◇ Quality of Life and a more positive image of older people

Proposals and options for improvement:

- ◇ To create a partnership between the County Council and other agencies with older people:
  - improve the level of engagement with older people, including focus on hard to reach groups of older people;
  - ensure that the 'voice' of older people is heard;
  - promote a more positive image of older people and engender greater understanding and respect between generations.
- ◇ To ensure that housing strategies across Derbyshire meet the varying and changing needs of older people and seek to maximise independence for older people:
  - ensure that older people are consulted about accommodation needs and future housing designs.
- ◇ To develop information and communication technology based information systems, which cross agency boundaries and provide integrated information access to all public sector and voluntary sector services:
  - develop a support programme, initially for the next five years, to enable older people to access information via ICT.
- ◇ To continue the improvements in transport provision for older people, by building on the existing concessionary travel scheme:
  - repeat the success of the B-line card for young people with the introduction of a similar discount card for older people;
  - seek greater uniformity of transport opportunity for older people across Derbyshire.
- ◇ To develop 'practical support' services which enhance older people's ability to live at home independently, with dignity, self-respect and in safety:
  - establish Home Improvement Agencies (HIA) which cover all districts of Derbyshire;

- establish local handy-person schemes through HIA structures. These schemes to compliment existing provision and provide a means of fitting and maintaining safety and security equipment, as well as being a key means of providing practical support in the home.
- ◇ To ensure that services are available to help older people to speak up for themselves and/or to ensure that their wishes are known:
  - develop advocacy services for older people across Derbyshire.
- ◇ To improve safety measures for older people with an emphasis on fire and community safety:
  - pursue the recommendations of work on distraction burglary by the Police (Operation Liberate);
  - establish a process of fire risk assessment in older people's accommodation;
  - tackle the fear of crime in older people.
- ◇ To promote and improve the health and well-being of older people:
  - develop ways in which advice, health monitoring and screening for older people is improved.
- ◇ To ensure that all agencies consider how developments or changes in services will impact on older people's quality of life:
  - use the engagement process as a means of consulting;
  - develop tailored programmes for lifelong learning;
  - develop intergenerational projects which tackle the negative images of older people;
  - ensure that older people's income is maximised to provide greater opportunities for activity in older age.

## STRATEGY FOR OLDER PEOPLE - ACTION PLAN

RECOMMENDATION	ACTION
To establish an engagement and partnership framework with older people.	A framework to be established and agreed through Derbyshire Partnership Forum by autumn 2003.
To establish local forums of older people.	To work with Help the Aged to establish 5 forums by March 2004.  10 further forums by March 2005.
To establish an accommodation strategy relevant to older people in each District/ Borough Council area and for older people to be engaged in this process.	To seek, through the Derbyshire Partnership Forum, agreement to such a development by March 2004.
To establish a Countywide, single community portal to provide quality electronic information to Derbyshire residents.	To be achieved through the 'Putting People First' Programme. Target start date October 2003.  Member organisations of the Derbyshire Partnership Forum to commit to maintaining an accurate information base.  Evaluate content management processes. Any additional requirements to be developed through use of contingency.
To establish a discount card scheme linked to the concessionary travel scheme.	Issue new cards October 2003.  Achieve retail outlet and other services discounts - 100 by March 2004.
To establish greater consistency of public transport provision.	Environmental Services to make specific recommendations in BVR due for completion spring 2004.

RECOMMENDATION	ACTION
To maximise existing opportunities to fund additional transport through grant aid.	Environmental Services to consider ways work could be developed with Parish Councils and the Countryside Agency.
To establish Home Improvement Agencies (HIAs) in all Districts and Boroughs.	Working group, facilitated by 'Foundation', to complete funding bid for Government grant by autumn 2003.
To establish 'handy person' schemes in each District/Borough.	To link handy person development to the HIA infrastructure.  Follow through all external funding options.
To integrate home maintenance schemes into the HIA schemes.	To examine the ways this might be achieved, utilising people with learning difficulties, by September 2003.
To establish ways older people are able to speak out and their views heard.	To develop independent advocacy services across Derbyshire for those who need it, by March 2004.
To promote community safety issues that impact on older people.	To establish a Derbyshire protocol for all agencies and voluntary organisations visiting staff, regarding the use of identity cards by September 2003.  To map risk areas through Operation Liberate and target these areas for attention through Community Safety Partnerships (CSPs) by December 2003.
To tackle older people's fear of crime.	CSPs to develop strategies to achieve the Home Office/Help the Aged 10 point plan by December 2003.

RECOMMENDATION	ACTION
<p>To follow the National Service Framework for older people (NSF) programme over the remaining 8 years.</p>	<p>To maintain and extend the inter-agency commitment to NSF.</p> <p>To engage District/Borough councils with some of the NSF milestones.</p>
<p>To establish initiatives in which older people's health screening checks and 'reassurance' requirements are best met.</p>	<p>Each PCT to consider the ways screening checks are undertaken.</p> <p>Each PCT to consider whether a research project is required to evaluate different schemes.</p> <p>NHS Direct to consider the ways their service could be made more attractive to older people.</p>
<p>To improve older people's access to lifelong learning.</p>	<p>Education Department to develop a strategy to improve the present level of involvement from 1:15 to 1:14 by July 2005.</p>
<p>To establish a development programme to promote intergenerational links.</p>	<p>Education Department to seek a Countywide strategy to achieve intergenerational work in all schools by 2005.</p>
<p>To minimise the levels of poverty in older age in Derbyshire.</p>	<p>To evaluate the various welfare advice schemes in Derbyshire and to roll out best practice.</p> <p>To develop a strategy and action plan to achieve better benefit take up in partnership with the Pensions Service.</p>
<p>To maintain and develop consultation with older people in minority communities.</p>	<p>To develop a more structured consultation programme by Dec 2003.</p>

## **Older People in the Community**

- Citizen focussed rather than service based.
- Older people need to be seen as more than “passive recipients of services”.
- Majority of older people are active both physically and mentally and do not receive services.
- Older people to be viewed as valuable resource rather than a burden.
- Communities need to look at ways in which this opportunity can be harnessed.



## **National Scene**

- Better Government for Older People
- Government announcement re National Strategy by 2005
- Government announcement re Age Discrimination by 2006

# Older People in the Community

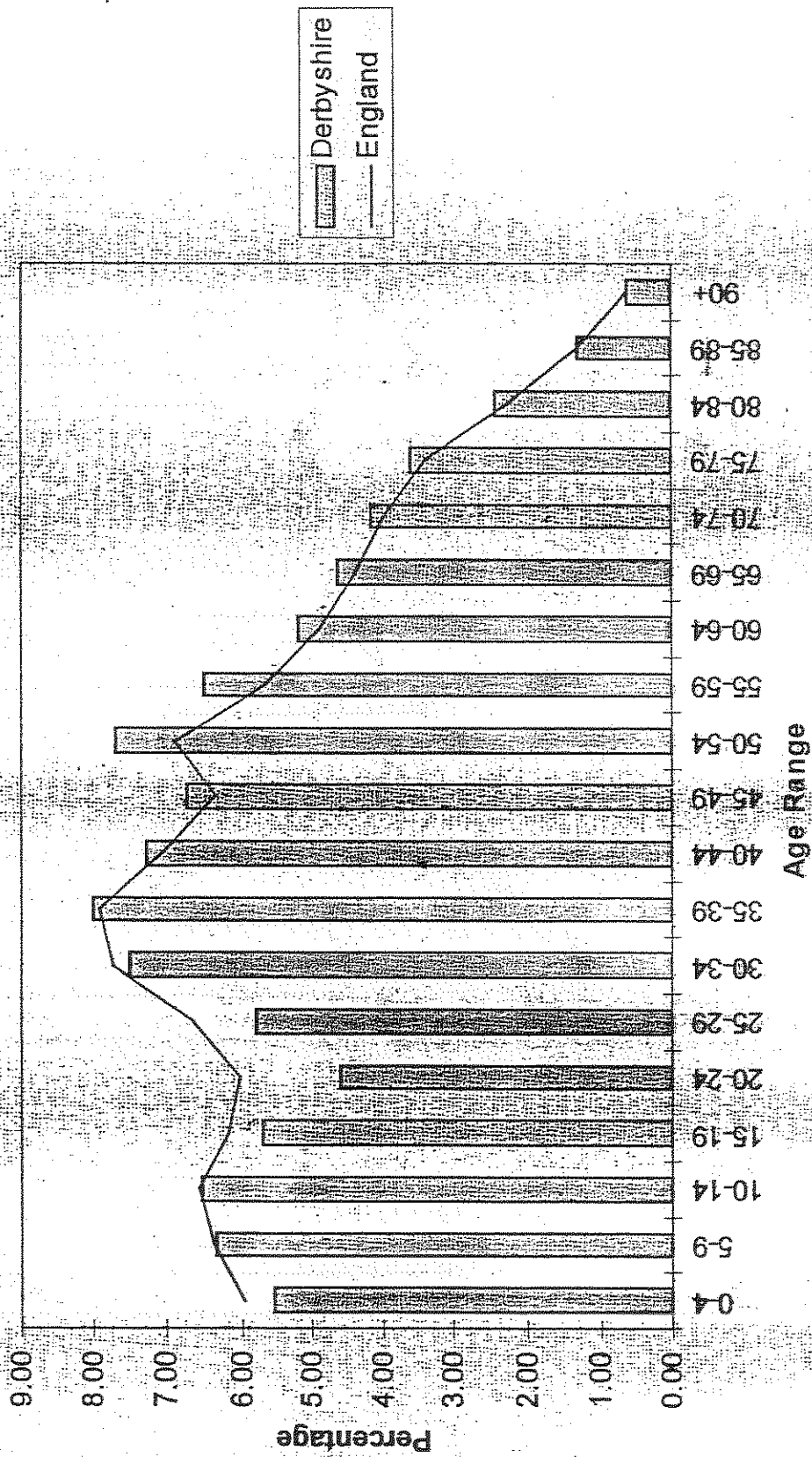
Age Profile (rounded figures)

0 - 18 years	177,000
19 - 55 years	349,000
55+	210,000

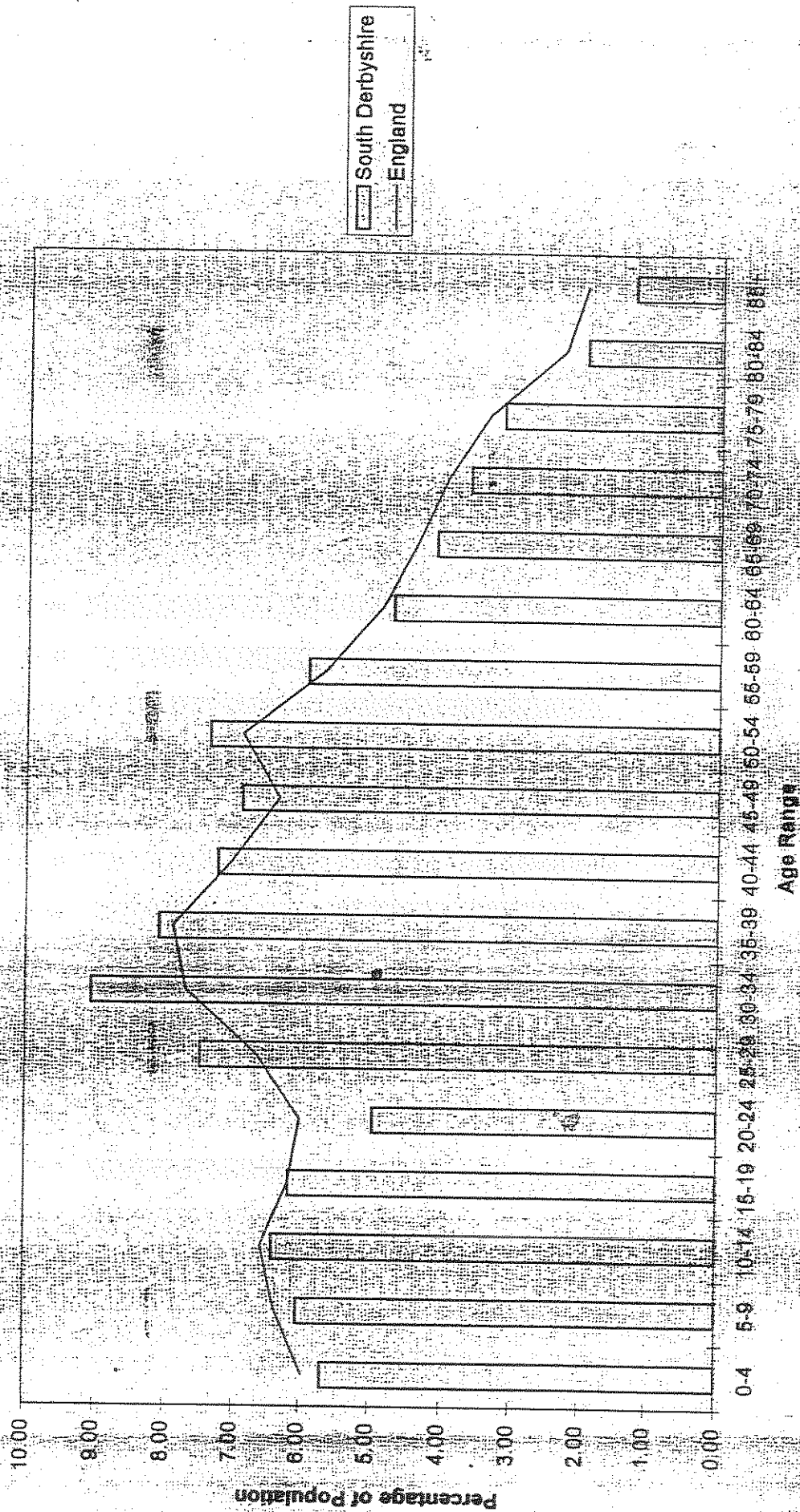
Older people therefore:

**28% of population; or  
38% of adult population**

# Population in Each Age Range in Derbyshire Compared to England (2001)



Percentage of Population in Each Age Range in South Derbyshire Compared to England (2001)



## **Main issues identified by older people:**

- **Older people wish to live as long as possible in their own homes, maximising independence, dignity and self respect.**
- **Older people wish to feel and be safe.**
- **Older people wish to be healthy and to be reassured about health matters.**
- **Older people wish to have a good quality of life.**

## **Factors influencing achievement of these aims:**

- **Working in partnership with older people**
- **Accommodation**
- **Information**
- **Transport (“... the ability to get to where I want to go, when I want to go.”)**
- **Practical support at home**
- **Advocacy (“... help to have my voice heard.”)**
- **Safety**
- **Health issues – especially screening and reassurance.**
- **Factors impacting on quality of life – including positive image of older people.**



# **Best Value Review: Services for Older People in the Community**

- To create a partnership between the County Council and other agencies with older people.
- To ensure that housing strategies across Derbyshire meet the varying and changing needs of older people with the aim to maximise independence for people.
- To develop information and communication technology based information systems which cross agency boundaries, providing an integrated information access for all public sector and voluntary sector services.
- To continue the improvements in transport appropriate for older people by building on the concessionary travel schemes.

# Best Value Review: Services for Older People in the Community

- To develop 'practical support' services which enhance older people's ability to live at home with independence, dignity, self-respect and safety.
- To ensure that services are available to help older people to speak up for themselves or to ensure that their wishes are known.
- To improve safety measures for older people with an emphasis on fire and community safety.
- To promote and improve the health and well-being of older people.
- To ensure that all agencies consider how developments or changes in services will impact on an older person's quality of life.