

IMPROVEMENT PLAN BASED ON RECOMMENDATIONS – BVR PROMOTION OF INDEPENDENCE As of August 2004								
RECOMM- ENDATION No.:	BENEFIT TO CUSTOMER	ACTIONS REQUIRED	RESOURCES (stated in £)	RESPONSIBLE OFFICER	MILESTONES (dates)	PROGRESS ACHIEVED (date)	PRIMARY DEPARTMENT RESPONSIBLE	DATE REPORTED TO CABINET & SELECT COMMITTEE
1*	Improved understanding and management of health issues.	Support Ashfield Pilot; - Encourage roll-out to all PCTs dependent on PCT agreement - Establish evaluation arrangements.	£3,000 per PCT area, in 2003/4 dependent on matched funding or resources.	Project Manager	Evaluation of Ashfield pilot completed July 2004. 15 volunteers recruited in second wave October 2004.	Ashfield now 'live'; Broxtowe & Bassetlaw "live".	SSD	SSD Select Committee 04.11.03
2	1. More volunteer capacity to help older people in their own homes 2. Benefits to volunteers.	Joint production of report for Social Policy Board and Cabinet.	Officer Time	Raj Sharma & Janice Knight	September 2004	Voluntary organisations given disposable cameras to produce images.	SSD Culture & Community	
3	Improved employee voluntary input to older people.	Report to Chief Officers Management Board and discussions with the Leader's Executive to get agreement.	Officer Time	Raj Sharma & Janice Knight	Report to Cabinet October 2004.	Report completed and taken to Social Policy Board and the Interdepartmental Officer Group for discussion and agreement in principle July 2004.	SSD Culture & Community	
4	Improvements derived from increasing volunteering capacity	Report to Chief Management Board and discussions with the Leader's Executive to get agreement.	Officer Time	Raj Sharma & Janice Knight	Report to Cabinet October 2004.	Report completed and taken to Social Policy Board and the Interdepartmental Officer Group for discussion and agreement in principle July 04.	SSD / Resources	

\* An index of the recommendations is attached to this chart.

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5	Improving access to services at local level	- Commission Services - Focus development work on networks of support for older people.	£60,000 (Acorn) two years only identified up to March 2005.	Voluntary Sector Officer Community Development Work.	- Approval December 2003 Consortia - April 2004	Retford opened 10 <sup>th</sup> June 2004 South Broxtowe opened 30 <sup>th</sup> June 2004	SSD	
6	Improved effectiveness of local services for older people	Review of development work across all agencies	Officer Time	Liz Lequereux	November 2004		Culture & Community	
7	Improved flexible transport in the identified trial area.	Integrate with RENEW Project - Evaluate the pilot - Consider further options re call centre operation.	Costing for Call Centre Operation	David Gibbons & Mark Hudson	April 2005 Go Live date for Call Centre.	Evaluation of the Renew pilot completed.	Environment SSD	
8	Improved and county-wide home improvement service.	Recruitment Application for ODPM funding in 2003.	£24,000 and Supporting People grant £2,000.	Ruth Rigby	Recruit HIA co-ordinator Application for ODPM funding in Autumn 2003.	Recruitment unsuccessful Successful bid to ODPM. Development of South HIA.	Supporting People Commissioning Body.	
9	As above	Develop H.I.A. in the South.	£180,000 in total.	Ruth Rigby & Jane North	January 2005	Service Level Agreement Tender process	Supporting People Commissioning Body.	SSD Select Committee 04.11.03
10	Improved quality of home life for older people.	1. Draw up service spec 2. Identify first scheme 3. Investigate sources of funding. 4. Recruit post holder to Supporting People Team.	Estimated £25-50,000 per scheme is required.	Jane North	Successful Application for ODPM funding for H.I.A.	Ashfield Feasibility Study completed. H.I.A. funding achieved - Observational visit to Leicester City Council's handyperson scheme - Working group established.	SSD	

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11	1. Better identification of need 2. Improved referral routes.	1. Collect examples of models and design and test 2. Establish project group.	To be contained within existing resources.	Jane North	September 2004	Models now available, being used by Safe & Secure Homes Team in Mansfield.	SSD	
12	Improved Safety in Home and Immediate Environment. Reduced fear of crime	Project plan to be drawn up Project Manager to join County Council Community safety network.	To be contained within existing resources	Tony Shardlow	BVR Improvement Plan to County Group of Crime and Disorder Partnerships		Culture & Community	
13	Prevention of bogus calls.	Facilitate workshop for relevant partners. Public Information Strategy to be developed – put into BCHS.	Conference Publicity Costs £1,000.	Chris Walker & Tony Shardlow	Workshop outcomes by December 2004.	In BCHS 2004 Version.	Culture & Community	
14	Improved housing related support to older people.	Supporting People to review existing provision as per Supporting People strategy.	-	Ruth Rigby & Jane North	Review to be completed by March 2006.	Mechanism for Reviewing Services under-development.	Supporting People Team	
15	Greater co-ordination and accessibility of information for older people.	Business case to be established.		Nick Allars	Feasibility Study completed by Jan 2005.		SSD Resources	
16	Ease of access to information and financial advice related to services.	Regional Conference with Minister in Notts on 29 <sup>th</sup> June 2004.	Cost of Pilot and matched funding from County Council.	Stuart Brook	Joint board established, plus operational group.	Conference held. Successful Conference Strategic and Operation board met. Joint working in place from September 2004.	SSD and Cross Departmental	

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17	Expand lifelong learning Opportunities.	Review to be undertaken.	-	Sue Green		Mapping exercise completed.	Lifelong Learning Strategy Group	
18	Inter-generational learning for both children and older people.	Review current activity within Education department.	-	Les Wilkins	Sept 2004	To be appraised.	Education Culture & Community	SSD Select Committee 04.11.03
19	Effective linking-up of relevant agencies' services.	Develop strategy	- Publicity - Conference costs - Printing £5,000	Liz Mandeville	- Visioning Conference held 25 July 2003 - Consultation on strategy Aug 2004.	Strategy in place by October 2004.	SSD	
20	Ownership by Partners and OPAG.	Agreed	-	Liz Mandeville	<b>Completed</b>	<b>Completed</b>	SSD	
21	Integrated advice and sign-posting in health and social care.	- Begin discussions with PCTs on the proposal - P.M. to evaluate Gedling service advisor scheme.	To be kept under review	Project Manager		Engagement of changing workforce programme	SSD	
22	Effective implementation of BVR Improvement Plan.	Establish funding and recruit to post.	£55,000	Joe Pidgeon	In post by May 2004.	<b>Completed</b>	SSD	
23	Link into all mainstream County Council services.	Chief Officers to allocate appropriate to Implementation team. Reporting to Social Policy Board.	To be contained within Departmental resources	Stuart Brook	Creation of Steering Group Sept 2004.		All Departments {Social Policy Board}	
24	Inclusion of OPAG.	Endorsement by CWOPF, OPAG to identify representatives.	Voluntary £1000	Liz Mandeville & Jane North	Sept. 2004	OPAG agreed process.	SSD	

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25	Continuity of service and support by Voluntary Sector Officer.	Managerial agreement to Voluntary Sector Officer time.		Malcolm Dillon	July 2003	Overall review of prevention schemes completed. Annual reviews of continuing schemes being arranged.	SSD	
26	Ensuring preventive services remain relevant to older people.	Plan and undertake overall review of funding of prevention schemes	-	Malcolm Dillon	Completion of review by September 2003.	Annual reviews of schemes have started Meetings to be arranged.	SSD	
27	Whole system planning of services.	<ol style="list-style-type: none"> <li>1. To be agreed by Social Policy Board</li> <li>2. Outcomes of Review to be supported by CWOPF, reinforced by Audit Commission report due Dec 04</li> <li>3. BVR Integrated into Community Strategy</li> <li>4. Progress with Rushcliffe LSP.</li> </ol>		Liz Mandeville & Jane North	September 2004		Culture & Community SSD	SSD Select Committee 04.11.03

**Promotion of Independence of Older People**

**List of Recommendations**

1. It is recommended that the senior health mentor scheme is now piloted in Ashfield with a specified financial contribution from the County Council. All Nottinghamshire Primary Care Trust areas should be encouraged to have such schemes in place by the end of 2004.
2. It is recommended that the County Council develops a strategy for promoting volunteering which includes the use of positive images of older people, undertaken in a joint programme with the voluntary sector and business partnerships.
3. It is recommended that the Council develops an Employee Volunteering Strategy and, once established, that it is promoted in the agencies represented at County-Wide Older Persons Forum.
4. It is recommended that the case be explored for a post holder with responsibility for:
  - ☐ Developing a policy on employee volunteering
  - ☐ With the voluntary bureaux, promoting and supporting volunteering in Nottinghamshire
  - ☐ Acting as County Council representative for senior health mentoring development.
5. It is recommended that Select Committee support the development of a programme to develop more joined up resource centres or networks for older people by:
  - i. The County Council commissioning (via the Acorn budget, 2004-5) two pathfinder resource centres or networks from local consortia, one to be located in a rural area.
  - ii. Focus development work in Districts on providing more joined-up resource networks for older people.
6. It is recommended that the Culture and Community Department undertake an overview review of development work capacity across all relevant agencies specifically with a view to establishing capacity for development work on the above agenda.
7. It is recommended that a trial is undertaken in an area of the County using a demand responsive model integrating into the proposed RENEW Retford-Newark Scheme.
8. It is recommended that the temporary post in the Supporting People Team for developing a strategy gives priority to the bid for the Office of the

Deputy Prime Minister grant for Home Improvement Agency development in the Autumn of 2003.

9. It is recommended that the following options are appraised:
  - i. Develop a Home Improvement Agency network for the whole of the County.
  - ii. Develop a Home Improvement Agency network for the whole County organisationally linked to District based Handyperson schemes in order to achieve economies of scale in organisational overheads, etc.
  - iii. As the above, but the element of Handyperson service that receives subsidy, to be linked to a defined safety agenda.
10. It is recommended that all possible sources of funding are investigated to fund handyperson schemes in each District, including Single Regeneration budget, Rural Development Budget, Lottery, and mainstream County Council funding.
11. It is recommended that a 'first contact' checklist or common assessment tool is developed for front-line staff, volunteers and others. With the consent of the older person such a checklist would cover areas such as:
  - ☐ Access to benefits check and advice services
  - ☐ Repairs and Handyperson services
  - ☐ Adaptations
  - ☐ Affordable warmth
  - ☐ Falls prevention
  - ☐ Home security devices
  - ☐ Fire prevention devices.
12. It is recommended that Crime and Disorder Partnerships give a priority to the issue of safety for older people, both within their homes and in their environment.
13. It is recommended that the County Council and its partners explore improved ways and practices of establishing the identification of their staff when undertaking home visits in order to reduce the risk from distractions burglary and bogus callers.
14. It is recommended that the County Council work with the partners on the Supporting People Commissioning Body with a view to developing and implementing a range of new, or remodelled, housing related support services as identified in the best value review and the future proposed older persons strategy, including extension to older people in owner occupied tenure.
15. It is recommended that Nottinghamshire's internet Portal project is linked by the SSD Intranet Team into proposals to bring together Council for

Voluntary Service databases on local resources, County Contact, the County pilot Contact Centre, and the Library Service database.

16. It is recommended that Nottinghamshire continue to explore pilot status with the Department for Work and Pensions in developing a Third Age Service. The first phase of the Third Age Service is expected to build on current activity on: Fairer Charging, Supporting People and Social Services Payments and Collection.
17. It is recommended that the original recommendation of Area Based Select Committee A (evaluation of the Better Government for Older People pilot) concerning lifelong learning is reviewed as to progress.
18. It is recommended that the Directors of Education and Culture and Community identify opportunities where older people's involvement with schools may support delivery of the national curriculum, e.g. citizenship, literacy and numeracy.
19. It is recommended that a county-wide strategy on successful ageing be developed based around promoting quality of life and quality of services.
20. It is recommended that the Countywide Older Persons' Forum be the proposed 'vehicle' for a countywide on 'successful ageing'.
21. It is recommended that Social Services works with PCTs to jointly provide Service Advisor duty points, to enhance the capacity of the service to respond to low level and preventive requests for help from older people.
22. It is recommended that Project Manager capacity be identified to implement the recommendations of the Promotion of Independence Best Value Review.
23. It is recommended that departmental directors identify and allocate appropriate staff with dedicated time.
24. It is recommended that the project implementation team should also report to the County-Wide Older Persons Forum. The team should incorporate representation from Nottinghamshire Older Persons Advisory Group.
25. It is recommended that the post of Voluntary Sector Officer in the Social Services Department continues to have a proportion of the post dedicated to the development of services defined in the Improvement Plan.
26. It is recommended that the current Prevention Grant projects are reviewed against the findings of the best value review and that the findings of the review are also taken into account in the three yearly review of Grant Aid.
27. It is recommended that the outcomes of the Best Value Review be considered and supported by the County-Wide Older Persons Forum, and that the Improvement Plan is built into the work of the County Council



Community Plan and that it be recommended to Local Strategic Partnerships and be included in the work of Local Strategic Partnerships Lead Officers.

(COMM-SELECT) PIOP-APPA