

IMPROVEMENT ACTION PLAN - UPDATE MAY 2002

NAME OF REVIEW: OLDER PEOPLE'S SERVICES - GENERIC

**LEAD OFFICER: JOHN MCGOWAN, ASSISTANT TO THE
CHIEF EXECUTIVE**

IMPROVEMENT OBJECTIVE	ACTION	TASK/ METHODS	TIMESCALE	UPDATE	OFFICER RESPONSIBLE
Relate to Scope					
Objectives 1 & 4 1. Mainstreaming BGOP 4. Communication/access to information and services	1. Appoint a 'Champion' for Older People	Reports to Scrutiny and Executive/ liaison with Senior People's Forum	By April 2002	Executive have approved the appointment of 'Advocates'. Nomination to be finalised.	John McGowan Assistant to the Chief Executive
Objectives 3, 4 & 5 3. Improve integrated service provision 4. Communication/access to information and services	2. Set up a Warwick District Policy for Older People Sub Group		November 2001	Group have met 3 times. Key project underway is countywide integrated Transport scheme	Liz Young, Policy Officer. (NB. Bernie Allen, will take over this work)
Objective 4 Communication/access to information and services	3. Improve physical access to Riverside House eg. bus services, state of pavements	Negotiation re bus services ongoing as part of Green Travel Plan.	April 2002	Negotiation with bus company and WCC ongoing Improvements to access to RSH started 7th May 2002. Contract to take 9 weeks.	Environmental Policy Officers Riverside House Project Group (RHPG)
Objective 4 Communication/access to information and services	4. Improve signage in the reception areas at Riverside House and other corporate properties where appropriate		April 2002	Signs at Riverside House improved - Feb 2002	Head of Customer and Member Services Property Services
IMPROVEMENT	ACTION	TASK/ METHODS	TIMESCAL	UPDATE	OFFICER

OBJECTIVE		METHODS	E		RESPONSIBLE
Relate to Scope					
Objective 4 Communication/access to information and services	5. Install induction loops in reception areas at Riverside House and all other council facilities where appropriate	Seek expert advice on specific requirements	April 2002	90% complete	Heads of Business Units and Property Services Manager
Objective 4. Communication/access to information and services	6. Hold regular 50+ events and open days within Leisure facilities working with the Health Policy Officer as part of the HImP eg. Fit for the Future.		2002/03	Events ongoing. 2 Day events planned 13/14th August to promote Safety in Warwickshire, Opportunities for Older People (SWOOP)	Sports Facilities Manager Health Policy Officer
Objective 4 Communication/access to information and services (link with Equalities BVR re recruitment)	7. Carry out a recruitment drive and provide training opportunities to increase the number of older employees in the leisure centres	Provide a free NPLQ course for 50+ as a pilot to increase number of older lifeguards	Commencing early 2002	Planned for June 2002	Manager of Newbold Comyn Leisure Centre
Objective 4 Communication/access to information and services	8. Wider access to GP referral and review as part of indoor sports facilities best value review	County wide initiative to widen scheme. Link in with PCT under NSF Section 8		To be reviewed as part of the BVR 2002/03	Sports Facilities Manager working with County Coordinator
Objective 4 Communication/access	9. Review Leisure concessions to people of statutory	Follow Best Value Process	Outdoor Rec Implement	Fees and charges reviewed and brought	Head of Leisure and Amenities

to information and services	retirement age as part of best value reviews of outdoor rec & amenities and indoor sports facilities		2002 Indoor Sports Facilities 2004	in April 2002 To be reviewed as part of the BVR 2002/03	with Strategic Director
Objective 1 & 4 1. Mainstreaming BGOP 4. Communication/access to information and services	10. Raise awareness of services for older people via Council Tax notifications - joined up services	Insert eye catching leaflets on specific services for older people	2002 ongoing	It was not possible to add information to the mail-out because of the size and weight of the information from the other charging authorities. Review needed	Relevant Unit in liaison with Head of Council Tax
IMPROVEMENT OBJECTIVE	ACTION	TASK/ METHODS	UPDATE	UPDATE	OFFICER RESPONSIBLE
Relate to Scope					
Objectives 1 & 4 1. Mainstreaming BGOP 4. Communication/access to information and services	11. Set up an older people's advisory group (OPAG) to work with the council	Liaise with older people's groups to form membership. Input into BVRs, vetting of Council literature, provide advice etc.	By December 2002	To be developed.	Liz Young, Policy Officer (NB. Bernie Allen, will take over this work)
Objectives 1 & 4 1. Mainstreaming BGOP 4. Communication/access to information and	13 Set up a cross unit officer group to develop coordinated service delivery	Middle management level staff to meet quarterly. Share	By December 2002	To be developed.	Liz Young, Policy Officer (NB. Bernie Allen, will take

services	to older people	ideas, inform on service developments and innovate to improve services to older people. Link into WDC OPAG			over this work)
Objective 4 Communication/access to information and services	14 Consider ways in which, using IT, bus passes/taxi tokens can be allocated to frailer older people in their own homes	Visit elderly people to take bus pass photos, issue tokens. Assess if any other needs to feed back to relevant Units and/or external agencies eg. Social Services	2002 ongoing	Action to be reviewed, there are practical difficulties.	Richard Barr, Finance
Objective 4 Communication/access to information and services	15. Pilot an outreach IT project as part of Open Door to reach isolated older people to inform about Council services eg. via the use of digital TVs (<i>link with sheltered housing improvement plan</i>)	Provide access to digital TV for a pilot group of isolated older people. Refer to outcomes of Coventry and Nuneaton Pilots.	2002/03	To be developed.	Open Door Project Manager Liz Young, Policy Officer (NB. Bernie Allen, will take over this part of the work)
IMPROVEMENT OBJECTIVE	ACTION	TASK/METHODS	TIMESCALE	UPDATE	OFFICER RESPONSIBLE

Relate to Scope					
Objective 4 Communication/access to information and services	16. Promote the assisted travel scheme using previously untried distribution sources eg. bus advertising	Liaise with older people's groups to develop more targeted promotion to increase level of awareness of ATS	In place by end of 2002	Warwickshire CC have overseen current promotions as part of the introduction of countywide bus pass scheme. After this the other sources will be tried	Richard Barr, Finance
Objective 4 Communication/access to information and services	17. Investigate the coding of bus passes to give information re language and special needs for non English speaking elders	Print language on bus passes to help Asian Elders and other service providers.	2002/03	Assisted Travel Scheme leaflets in Punjabi to be investigated	Richard Barr, Finance
Objective 3 and 4 3. Develop integrated service provision 4. Communication/access to information and services	18. Raise awareness of specific transport services for older people eg. dial a ride, rural transport, Centre Links, low level buses and develop a more coordinated approach	A specific project for the Warwick District Policy for Older People (POP) Group	2002/03	Pilot project planned for end 2002	Liz Young, Policy Officer (NB. Bernie Allen, will take over this work) and WD POP Group
Objective 4 Communication/access to information and services	19. Continue to work towards a County wide Assisted Travel Scheme.	As part of the County Wide Steering Group for Concessionary Travel and by consulting older people	Ongoing	Work to develop this is going on	Marcus Miskinis and Liz Young (NB. Bernie Allen, will take over this work)

Objective 4 Communication/access to information and services	20. Raise awareness about special waste collections	Targeted leaflet drop, via Council Newspaper, etc.	2002 ongoing	Leaflets being sent to all households. Promotion budget held by Waste Mgt - Refuse & Recycling	Richard Dobbs, Waste Strategy Officer Environmental Health
IMPROVEMENT OBJECTIVE	ACTION	TASK/ METHODS	TIMESCAL E	UPDATE	OFFICER RESPONSIBL E
Relate to Scope					
Objective 4 Communication/access to information and services	21. Produce Council newspaper	Quarterly newspaper to go to every household		Communications group working up range of proposals for consideration. Reporting Summer 2002	Communication s Working Group initially - recommend a rep from each Unit with overall coordination by Policy
Objective 4. Communication/access to information and services	22. Continue to contribute to the implementation of the Raise Your Voice and Wise Up recommendations in respect of services to Black and Asian Elders.	Support and input into work of associated steering groups to improve access to services for Black and Asian Elders	Ongoing	2nd conference held. Subgroups set up with specific actions to take	Liz Young, Policy Officer (NB. Bernie Allen, will take over this work)
Objective 4.	23. Review programming of	Consult with 50+		Executive have agreed	Sports Facilities

Communication/access to information and services	swimming for 50+ during school holidays	users as to assist with programming of sessions.	Currently	that minor general programme changes can take place. Detail to be decided	Manager
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SPF - Senior Peoples Forum **NPLQ** - National Pool Lifeguard Qualification

CVS - Council for Voluntary Service **RHPG** - Riverside House Project Group

ATS - Assisted Travel Scheme

IMPROVEMENT PLAN - FORM BV4

NAME OF REVIEW: OLDER PEOPLE'S SERVICES - HOUSING & RELATED SUPPORT SERVICES

LEAD OFFICER: JOHN MCGOWAN, ASSISTANT TO THE CHIEF EXECUTIVE

IMPROVEMENT OBJECTIVE	ACTION	TASK/METHOD	TIMESCALE	UPDATE	OFFICER RESPONSIBLE
Relate to Scope					
Objective 2 A review of sheltered housing - Information	1. Produce marketing plan for sheltered housing and relevant support services	Revamp image, change perception and better inform people about services - to include a sheltered housing information leaflet, a review of the induction system for new residents and staff training	Start Jan 2002	On-going - completion target is September 2002	Housing Services Manager
Objective 2 A review of sheltered housing - Allocations	2. Review allocations policy in line with quality and choice - a Decent Home for All - especially the concept of choice based lettings.	Ensure findings of Older People's Review are fed into Allocations Review and influence policy. Agreed policy to be transferred to marketing materials	April 2002	Allocation policy Review to be considered by Scrutiny May 2002 and by Executive July 2002	Housing Services Manager
Objective 2 A review of sheltered housing - Staffing	3. Devolve more management responsibilities to scheme managers eg authorising repairs via intranet	Set up procedures and provide appropriate IT training for scheme managers. Monitor and review.	October 2002	Investigation and feasibility work being completed	Housing Services Manager
IMPROVEMENT	ACTION	TASK/METHOD	TIMESCALE	UPDATE	OFFICER

T OBJECTIVE					RESPONSIBLE
Relate to Scope					
Objective 2 A review of sheltered housing - Information	4. Develop a pilot scheme to promote the use of IT amongst residents of very sheltered schemes eg. via digital TVs			Pilot Scheme at Yeomanry Court has started	Housing/Open Door/LEAP U3A/Community Education
Objective 2 A review of sheltered housing - Standard of Accommodation	5. Set up capital programme for refurbishment for schemes in consultation with residents to include upgrading of CCMS on site equipment	Needs to be considered in light of Housing Business Plan. Audit schemes and consult residents to prioritise need, nature and level of refurbishment - allocate budget accordingly. Consider findings of consultant's survey re CCMS on site equipment and decide on options.	Start April 2002	Meeting with Property Services has taken place - Capital programmes are being worked up to be include in HRA Business Plan	Housing Services Manager
Objective 2 A review of sheltered housing - Health and Safety	6. Carry out safety/security audit of Sheltered Housing Schemes in consultation with residents and as part of Community Safety Strategy	As explained	April 2002	Work Ongoing - to be fully completed.	Housing Services Manager & Policy/ Environmental Health/Police and Fire Service

Objective 2 A review of sheltered housing - Extended support and joint working	7. Organise a workshop to promote joint working between Health and Social Services and to assess impact of National Service Framework/'Supporting People'	As explained	April 2002	Work started - to be completed. There has been some difficulties due to the reorganisation within Health.	Officer for Services for the Elderly
IMPROVEMENT OBJECTIVE	ACTION	TASK/METHOD	TIMESCALE	UPDATE	OFFICER RESPONSIBLE
Relate to Scope					
Objective 2. Review of sheltered housing - Black and Ethnic Minority Provision	8. Commission a feasibility study/needs analysis into the provision of sheltered housing for Black and Asian Elders in Warwick District as part of the BME Strategy within the Housing Business Plan	As explained Reference BVPI 74 re satisfaction with housing amongst BME communities.	Dec 2002	Consultant's brief is currently out for consultation with REC. BME issues were a major element of the Housing Strategy Conference held in April 2002	Housing Services Manager
Objective 2 Review of sheltered housing - Monitoring	9. Set up a monitoring group made up of councillors, officers, tenants and staff to monitor the success of the implementation plan to report to Scrutiny.	To meet quarterly	April 2002	To be developed	Housing Services Manager and Strategic Director
Objective 2 Review of sheltered housing - CCMS	10. Carry out a feasibility study into the future management and funding of the CCMS taking into account the requirements of Supporting People/NSF	Commission an external consultant - ensure consultation with all key stakeholders	April 2002	To be completed	Housing Services Manager

Objective 2 Review of sheltered housing - Staffing & Standard of Accommodation	11. Consider the appointment of a 'mobile' handyman to service the sheltered housing schemes and designated dwellings	Look at options:- 1. link with Care and Repair or 2. stand alone	April 2002	Work currently being completed	Housing Services Manager & Property Services Manager
Objective 2 Review of sheltered housing - Management	12. Ensure outcomes of this review are considered along with the Housing Options Appraisal Report.	Consider recommendations from Housing Options Appraisal (Dec 2001) in determining future management of entire housing stock	December 2001	Completed	Strategic Director & Housing Services Manager
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Objective 2 Review of sheltered housing - Quality of Life	13. Investigate feasibility of inter scheme social activities with provision of transport (for very sheltered schemes and those in rural areas) in partnership with voluntary sector. Potential for schemes becoming community focal points for older people thus making links with home and sheltered housing.	Work with Age Concern, scheme managers and older volunteers to set up transport and programme of activities. Consider as part of plans for District Coordinated Transport Scheme under umbrella of Policy for Older People Group.		Key project underway on countywide integrated Transport scheme	Officer for Services for the Elderly and Policy Officer

BME - Black and Minority Ethnic

LEAP - Leamington Elders Action Project

U3A - University of the Third Age