

Leicestershire Local Area Agreement

Older People

Delivery Plans 2006/7

LEICESTERSHIRE LAA – OLDER PEOPLE DELIVERY PLAN 2006/7 Outcome 1 (1.1)			
Block	Older People	Oversight Partnership(s)	Integrated Partnership for Older People Extend approach of SAP adopted by health and social care to other agencies including housing, pension service, voluntary sector.
Block Lead Officer	Sheila Rochester		
Outcome(s) to which project relates	<p>Improving the quality of support for older people living at home.</p> <p>1.1 – To develop mechanisms between partner agencies for early identification of problems for older people and for referrals between agencies where problems are identified by developing a single 'gateway' so that when older people contact key agencies for the first time or for assistance there is awareness amongst officers to wider issues that might impact on an older person's well-being.</p>		
Indicator(s) /Target(s) 2006/7	An indicator to monitor the increase in the number of referrals between agencies will be developed by end of May 2006 and targets for years 2 and 3 agreed by end of January 2007.		
Baseline (s):	Baseline will be established in year one.		
Funding Allocated to Project	Pump Priming	Pooled	Aligned Aligned budgets, PCTs, Local Authorities
Geographic Area (s)	County wide		

Describe Key Actions to Achieve Target(s)	Responsible Person	Completion Date
1 Identify lead officer and engage stakeholders Establish Project Board	Sheila Rochester	April 06
2 Establish baseline data and agree	Sheila Rochester	May 06
3 Develop and agree simple 1 st contact form for all workers	Lead Officer	Sep 06
4 Data exchange agreement	Shirley Kean	Sep 06
5 Develop protocols for sharing information/ data and agree targets	Lead Officer	End of January 07
6 Develop training in multi-agency groups	Lead Officer	January-March 07

Commentary re Equality and Diversity and Community and Voluntary Sector Engagement

Equality and Diversity Considerations

(Describe action taken to address equality and diversity in delivery and performance management)

The Single gateway is designed to eliminate social exclusion of older people in Leicestershire and will apply to any older person from all backgrounds,

Data by ethnicity, gender and disability will be collected.

Community and Voluntary Sector Engagement

(Describe how local communities will be engaged and the involvement of the voluntary sector in delivery)

The gateway will be implemented by a range of agencies including the voluntary sector.

LEICESTERSHIRE LAA – OLDER PEOPLE DELIVERY PLAN 2006/7 Outcome 1 (1.2)			
Block	Older People	Oversight Partnership(s)	Integrated Partnership for Older People, SSD, Community Services, CVS, Vol Sector (Age Concern)
Block Lead Officer	Sheila Rochester		
Outcome(s) to which project relates	<p>Improving the quality of support for older people living at home.</p> <p>1.2 - to increase take-up of direct payments to increase the range and volume of cultural, leisure and recreational activities that older people participate in.</p>		
Indicator(s) /Target(s) 2006/7	<p>Number of older people receiving direct payments for cultural, leisure or recreational activities</p> <p>Target without stretch=143</p> <p>Target with stretch= 200</p>		
Baseline (s):	i) Baseline March 05=45		
Funding Allocated to Project	<p>Pump Priming</p> <p>£190,000 over 3 years (joint sum with outcome 3.1)</p> <p>£97,000 2006/7 – (includes Older People's handbook – cross cutting outcome 5)</p>	Pooled	<p>Aligned</p> <p>Aligned Community Care budgets (SSD).</p> <p>Bid for Big Lottery with Environment and Heritage Services (Heather Broughton).</p>
Geographic Area (s)	Pilots in selected areas		

Describe Key Actions to Achieve Target(s)	Responsible Person	Completion Date
1. Write guidance for staff on use of direct payments for day care	Jan Futter	End March 06
2. To issue direct payments as an alternative to day services for older people via community care assessments.	Jan Futter	March 09
3. To appoint Project Officer	Sheila Rochester	
4. To review older people day services and develop alternative services. Report to cabinet 08/05/06.	Sheila Rochester	08/05/06
5. Map alternatives to day services and develop directory	Project Officer (LAA)	April 06
6. Develop local alternative day service providers in each locality.	Project Officer (LAA)	Dec 06

Commentary re Equality and Diversity and Community and Voluntary Sector Engagement

Equality and Diversity Considerations

(Describe action taken to address equality and diversity in delivery and performance management)

Older people BME will develop from the outcome of the day services review. Direct payments will target individual needs taking account of diversity and equality issues.

Community and Voluntary Sector Engagement

(Describe how local communities will be engaged and the involvement of the voluntary sector in delivery)

Age concern are key providers of day services in the voluntary sector. VISTA will be consulted, formal consultation on the Cabinet paper will take place May-Sep 06.

LEICESTERSHIRE LAA – OLDER PEOPLE DELIVERY PLAN 2006/7 Outcome 1 (1.3)			
Block	Older People	Oversight Partnership(s)	Integrated Partnership for Older People Voluntary sector (Age Concern), Social Services Department, CVS
Block Lead Officer	Sheila Rochester/ Stronger Communities Block		
Outcome(s) to which project relates	<p>Improving the quality of support for Older People living at home.</p> <p>1.3 To set up a new service to recruit volunteers for older people to have access to low level support e.g. gardening, cleaning, shopping, and good neighbours/ befriending.</p>		
Indicator(s) /Target(s) 2006/7	Number of older people using the new volunteer service = 150 by 2009		
Baseline (s):	As this is a new scheme a new indicator will be required to count the numbers of older people supported by the new scheme annually this will be established by June 2006		
Funding Allocated to Project		Pooled	Aligned
Geographic Area (s)	TBA		

Describe Key Actions to Achieve Outcome/Target(s) and Responsible Person and/or Agency	Milestones	Completion Date
1 Action plan being developed – was awaiting CVS link - now identified		
2		
3		
4		
5		
6		

Commentary re Equality and Diversity and Community and Voluntary Sector Engagement

Equality and Diversity Considerations

(Describe action taken to address equality and diversity in delivery and performance management)

TBA

Community and Voluntary Sector Engagement

(Describe how local communities will be engaged and the involvement of the voluntary sector in delivery)

TBA

LEICESTERSHIRE LAA – OLDER PEOPLE DELIVERY PLAN 2006/7 Outcome 2 (2.1)			
Block	Older people	Oversight Partnership(s)	Integrated Partnership for Older People ,PCTS, District Councils, SSD, Supporting people, RSLs, Arts Council.
Block Lead Officer	Sheila Rochester/ Louise Proctor/ Carole Wileman		
Outcome(s) to which project relates	<p>Providing a wider range of housing options and increasing safety at home</p> <p>2.1 To prevent incidence of falls in older people who have a community alarm and use assistive technology to minimise risks, thus reducing the number of falls and admission to hospitals and residential care for older people with community alarms.</p>		
Indicator(s) /Target(s) 2006/7	<p>The number of older people with a community alarm who have had two or more falls. Reduced admissions to hospital and residential care after fall for people with community alarms.</p>		
Baseline (s):	i) Baseline to be established by Dec 06		
Funding Allocated to Project		Pooled	<p>Aligned</p> <p>Aligned budgets in PCTs/SSD, District Councils. Project officer funded by SSD, assistive technology grant pooled.</p>
Geographic Area (s)	County wide		

Describe Key Actions to Achieve Target(s)	Responsible Person	Completion Date
1 Develop reliable management information to establish baselines and targets	Mike Millington	March 06
2 Develop protocols with call handlers, ambulance and response teams	Mike Millington/ Heidi Scott Smith	Dec 06
3 Staff training	Staff Development Team	Jan 07-March 07
4 Implement and monitor impact		April 07-March 09

Commentary re Equality and Diversity and Community and Voluntary Sector Engagement

<p>Equality and Diversity Considerations</p> <p>(Describe action taken to address equality and diversity in delivery and performance management)</p>	<p>Admissions to residential care and hospitals are prevalent amongst frail older people. This service is targeted at improving services to the group and improving quality of life. It will affect falls of older people from all communities in Leicestershire.</p>
<p>Community and Voluntary Sector Engagement</p> <p>(Describe how local communities will be engaged and the involvement of the voluntary sector in delivery)</p>	<p>The Home Improvement Agency will be instrumental in developing assistive technology. Older people will be consulted in the process of the project.</p>

LEICESTERSHIRE LAA – OLDER PEOPLE DELIVERY PLAN 2006/7 Outcome 2 (2.2)			
Block	Older People	Oversight Partnership(s)	Integrated Partnership for Older People Housing, Supporting people, SSD, Assistive technology
Block Lead Officer	Sheila Rochester/ Sandra Wileman		
Outcome(s) to which project relates	<p>Providing a wider range of housing options and increasing safety at home</p> <p>2.2 To increase the range of supported housing options for older people through the supported accommodation project developing additional extra care schemes, floating support, thus supporting more older people to live at home.</p>		
Indicator(s) /Target(s) 2006/7	<p>Numbers of older people in extra care schemes – target 190 by 2009</p> <p>Numbers of households using assistive technology – target 1500 by 2008</p> <p>Numbers of Older People receiving floating support – target by 2008</p>		
Baseline (s):	<p>March 06 = 139</p> <p>March 06 = 0</p> <p>March 06 = 2</p>		
Funding Allocated to Project	Will require ringfencing of SP budget or older people, shift resources from residential care/ hospital to Extra Care Schemes. Aligned budgets/ District Councils/ SSD	Pooled	Aligned
Geographic Area (s)	All Leicestershire		

Describe Key Actions to Achieve Target(s)	Responsible Person	Completion Date
1 To undertake an audit of existing service provision	Mike Millington	April 06
2 Develop and agree a model of supported housing for older people in Leicestershire	Mike Millington	May 06
3 Develop an action plan with each District Council to shift resources to new model	Mike Millington	May 06 to March 09

Commentary re Equality and Diversity and Community and Voluntary Sector Engagement

<p>Equality and Diversity Considerations</p> <p>(Describe action taken to address equality and diversity in delivery and performance management)</p>	<p>The aim will be to increase supported housing options including older people from ethnic minorities.</p>
<p>Community and Voluntary Sector Engagement</p> <p>(Describe how local communities will be engaged and the involvement of the voluntary sector in delivery)</p>	<p>Service users will be consulted in developing the model and monitoring schemes.</p>

LEICESTERSHIRE LAA – OLDER PEOPLE DELIVERY PLAN 2006/7 Outcome 3 (3.1)			
Block	Older People	Oversight Partnership(s)	Integrated Partnership for Older People ,SSD, The Pension service/ DWP, District Councils and the Voluntary Sector
Block Lead Officer	Sheila Rochester		
Outcome(s) to which project relates	Maximising income and improving use of income for older people Improved well-being of older people To improve take-up of benefits for older people through closer joint working between partners agencies.		
Indicator(s) /Target(s) 2006/7	The numbers of older people aged over 65 years who are Attendance Allowance claimants, target, 2009 = without stretch 17864 = with stretch 19320 The numbers of older people aged over 60 years who are Housing Benefit Claimants, Target, 2009 = without stretch 9996 = with stretch 10796 The numbers of older people aged over 60 years who are Council Tax Benefit claimants, target, 2009 = without stretch 22025 = with stretch 22800		
Baseline (s):	Baseline May 05 = 14900 Baseline May 05 = 9800 Baseline May 05 = 19400		
Funding Allocated to Project	Initial project officer funded by LCC and Pension Service £20,000 £190,000 over 3 years (joint with outcome 1.2) Pump priming	Pooled	Aligned

Geographic Area (s)	All areas of Leicestershire		
Describe Key Actions to Achieve Target(s) and Responsible Person and/or Agency	Person responsible	Completion Date	
1 To appoint project officer	SR	May 06	
2 To establish mechanism for referrals between SSD and Pension service for attendance allowance claimants	JG/JG	April 06	
3 To establish strategic board for partnership working	SR/SF	June 06	
4 To establish local joint teams to promote take-up of benefits	PO	Dec 06	
5 To develop single claim process between agencies to reduce delays to claims for Older people	PO	Dec 06	
6 to develop staff training	PO	?	

Commentary re Equality and Diversity and Community and Voluntary Sector Engagement

<p>Equality and Diversity Considerations</p> <p>(Describe action taken to address equality and diversity in delivery and performance management)</p>	<p>This project is about the take-up of benefits for older people many of whom will be from ethnic minority communities. We will actively engage groups representing BME communities to achieve this.</p>
<p>Community and Voluntary Sector Engagement</p> <p>(Describe how local communities will be engaged and the involvement of the voluntary sector in delivery)</p>	<p>Voluntary sector and OP groups will be instrumental in helping us to achieve this project</p>

LEICESTERSHIRE LAA – OLDER PEOPLE DELIVERY PLAN 2006/7 Outcome 4			
Block	Older People	Oversight Partnership(s)	Integrated Partnership for Older People Age Concern/ LCC
Block Lead Officer	Sheila Rochester/ Tony Donovan		
Outcome(s) to which project relates	<p>Increase the number of older people who are productively engaged (including those who are hard to reach) in the process of development and design of services that meet their needs and aspirations.</p> <p>4.1 To establish an older people's consultative network across Leicestershire</p>		
Indicator(s) /Target(s) 2006/7	The number of groups involved in formal consultation with the County Council, target 2009 = 18		
Baseline (s):	Baseline March 06 = 3 groups		
Funding Allocated to Project	£25,000 funded by LCC	Pooled	Aligned
Geographic Area (s)	County Wide		

Describe Key Actions to Achieve Target(s)	Responsible Person	Completion Date
1 To research and identify the various older peoples groups/ forums in Leicestershire	Coordinator (Older Persons Consultation)	31 st March 2006
2 To identify gaps in representation both geographically and demographically, especially older people in rural and from minority ethnic communities. Establish plans for how the network will operate To link with BGOP to check support and process with them	Coordinator (Older Persons Consultation)	30 th April 2006
3 To make contact with agencies/ key staff/ volunteers who support older people group to discuss their involvement in the network.	Coordinator (Older Persons Consultation)	30 th May 2006
4 To communicate with at least 17 existing groups/ forums for older people and/ or their carers in Leicestershire	Coordinator (Older Persons Consultation)	30 th April 2006

5 To circulate a letter to all groups/ forums identified in Leicestershire advising them of the Network and requesting their participation.	Coordinator (Older Persons Consultation)	30 th May 2006
6 To assist with establishing new local forums and/ or to encourage groups to attend existing forums to avoid any gaps in representation.	Coordinator (Older Persons Consultation)	May – September 2006
7 To organise the first meeting of a 'Older Persons Consultative Network Group'	Coordinator (Older Persons Consultation)	June 2006
8 To launch the network in Older People listening month		Sep 2006

Commentary re Equality and Diversity and Community and Voluntary Sector Engagement

Equality and Diversity Considerations

(Describe action taken to address equality and diversity in delivery and performance management)

The network will include all older people groups and the aim is to be fully representative of the diverse older people population in Leicestershire.

Community and Voluntary Sector Engagement

(Describe how local communities will be engaged and the involvement of the voluntary sector in delivery)

Age Concern is coordinating the network on behalf of the LAA.

LEICESTERSHIRE LAA – OLDER PEOPLE DELIVERY PLAN 2006/7 Outcome 5– overarching outcome			
Block	Older people	Oversight Partnership(s)	Integrated Partnership for Older People
Block Lead Officer	Sheila Rochester/ Tony Donavan		
Outcome(s) to which project relates	Develop better more coordinated advice and information for older people – an overarching outcome		
Indicator(s) /Target(s) 2006/7	Older people saying they were helped more quickly		
Baseline (s):	Establish a baseline in year one.		
Funding Allocated to Project	£25,000 pump-priming for handbook	Pooled	Aligned
Geographic Area (s)	County		

Describe Key Actions to Achieve Target(s)	Milestones	Completion Date
1 Review the need in Leicestershire for different/new information for older people	Simon Nickson	
2 Work with the network to develop a local handbook	Simon Nickson	
3 Agree prototypes with CIPOP and identify funding	Simon Nickson	
4 Print and distribute	Simon Nickson	

Commentary re Equality and Diversity and Community and Voluntary Sector Engagement

<p>Equality and Diversity Considerations</p> <p>(Describe action taken to address equality and diversity in delivery and performance management)</p>	<p>The booklet will be produced in consultation with the consultative network, which will represent the many and varied older people groups and forums in Leicestershire including BME groups.</p> <p>The booklet will be available in a variety of formats to make it more accessible to all groups of older people.</p>
<p>Community and Voluntary Sector Engagement</p> <p>(Describe how local communities will be engaged and the involvement of the voluntary sector in delivery)</p>	<p>The network will be supported by Age Concern (Leicestershire and Rutland).</p>

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