

## Report for Information

**Report to** Executive  
27 May 2009

**Report of** Director of Transformation

**Subject** Independent Commission for Older People – Progress  
Report & Action Plan

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### **Purpose**

To inform the Executive of the progress made on, and the action plan for, the recommendations of the Independent Commission for Older People contained in their final report “Talking about My Generation,” which was presented to Executive on 21 January 2009.

### **Recommendations**

To endorse the progress made and support the future action plan.

### **Financial Consequences**

The work of the Commission has been funded from within existing City Council resources.

However, there is no City Council budgetary provision identified for the delivery of the Commission’s recommendations. These additional costs are falling both corporately in co-ordinating a response to the Commission recommendations, but also on specific service areas which work most closely with older people.

It should also be noted that the City Council is not statutorily responsible for the delivery of social care services to older people. These currently rest with Norfolk County Council, who are taking responsibility for responding to the relevant recommendations. Further discussions will continue to take place with Norfolk County Council to address this.

### **Risk Assessment**

The findings, conclusions and recommendations contained in the original report are those of an independent commission. However, there is a risk of reduced outcomes and damage to the authority’s image if the findings, conclusions and recommendations endorsed by the Executive are then not actioned or taken into account when developing the authorities own services.

### **Strategic Priority and Outcome/Service Priorities**

The progress made and future actions help to meet the strategic priority “Opportunities for all – communities to be able to access the wide range of services in the city provided by the Council” .

This initiative also links with a number of other strategies, recommendations, priorities, performance indicators and partnerships. These are listed in Appendix D. Some of the links shown are stronger than others but in all cases the report should help to provide a useful insight into what older people think about the related subjects.

**Executive Member:** Councillor Arthur - Housing and Adult Services

**Ward:** All

### **Contact Officers**

Robin Hare  
Russell O'Keefe

01603 212412  
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### **Background Documents**

None

## Report

1. One of Norwich City Councils corporate priorities for 2008-11, under the theme “Opportunities For All”, was to set up an older person’s commission. This is logged as project number OA7. Russell O’Keefe and Robin Hare from the transformation team were the project sponsor and project manager respectively.
2. An independent older person’s commission, chaired by Councillor Brenda Arthur, was formed in early August 2008. The commission, supported by a project manager, conducted research, heard evidence and produced a final report which was published in January 2009. An executive summary of the report can be found in Appendix A.
3. The recommendation headlines were:
  - (a) Norwich City Council establishes a single ‘Older people’s forum’ for the city.
  - (b) Voluntary and statutory organisations should work together to find effective and consistent ways for older people to access information.
  - (c) Norwich City Council should work with existing and new community groups to develop good neighbour schemes within our communities.
  - (d) Local authorities should continue to develop an enabling and supporting relationship with the voluntary and community sector, especially those working with and for older people.
  - (e) Local authorities, businesses and other organisations should ensure that the impact for older people is always considered and addressed when developing or changing the services that they provide.
  - (f) Organisations need to further develop their co-ordinated working and information sharing practices.
  - (g) Norwich City Council should work with others to extend local publicity about welfare benefits and other information relating to financial inclusion.
  - (h) The local authority responsible for social care should conduct a mapping exercise to establish the specific needs of older people in minority groups.
  - (i) The local authority responsible for social care should look into the feasibility of empowering carers, in appropriate circumstances, to have the authority to advocate on behalf of those they are caring for and to manage their care packages.
  - (j) A ‘Power of Care’ authority for carers to be explored and, if practicable, established.
  - (k) Local authorities and other organisations should take a more proactive and co-ordinated role in identifying carers and then assessing and supporting their needs.

A table illustrating the progress being made towards the above recommendations, and also listing future actions is shown in Appendix B.

4. On 21<sup>st</sup> January 2009 Councillor Brenda Arthur presented the Commissions final report to the Council’s Executive where it was resolved to:
  - (a) endorse the findings, conclusions and recommendations of the Commission;
  - (b) support the circulation of the report to inform the services providers of the needs and feelings of older people living in and around Norwich;

- (c) ask that the findings, conclusions and recommendations be taken into account when developing all service areas;
- (d) note that there is no City Council budget provision for implementation of the Commission's recommendations and agree to consider this as part of the budget preparation for 2009/10;
- (e) ask for a progress report and action plan to be submitted to the Executive within the next two months;
- (f) ask that an article on the report is included in a future edition of the Citizen; and
- (g) refer the report to the Local Strategic Partnership.

An update on the actions taken as a result of these resolutions, and a list of future actions, can be found in Appendix C.

7. On 3<sup>rd</sup> March 2009 Councillor Arthur presented the Commissions final report to the City of Norwich Partnership Delivery Board (The LSP) and they resolved to:
  - (a) to endorse the findings, conclusions and recommendations of the Commission;
  - (b) to support the circulation of the report to inform partners and service providers of the needs and feelings of older people living in and around Norwich;
  - (c) the findings conclusions and recommendations to be taken into account by partners and service providers when developing all services;
  - (d) to note that there is currently no budgetary provision for implementation of the Commission's recommendations amongst partners, and to agree to consider this as part of future budgetary preparations.
8. The report has been well received by older people, third sector/voluntary organisations and service providers. A number of communications of support have been received.
9. Appendix D lists the strategic links to ICOP final report recommendations and subsequent actions.

## Our recommendations

The Commissioners were mindful of the need to make recommendations which are practical and achievable. We were also wanted to give particular consideration to all that we had been told by older people and their carers. In making these recommendations we have taken into account both the current social and financial environments and the unique qualities of Norwich. We believe that these recommendations are achievable and will improve later life for people in and around Norwich and in the years ahead.

- Norwich City Council leads on the formation and establishment of a single Older peoples' forum for the city.
- Voluntary and statutory organisations should develop joint working arrangements to find effective and consistent ways for older people to access information.
- Norwich City Council should work with existing and new community groups to develop good neighbour schemes within our communities.
- Local authorities should continue to develop an enabling and supporting relationship with the voluntary and community sector, especially those working with and for older people.
- Local authorities, businesses and other organisations should ensure that the impact for older people is always considered and addressed when developing or changing the services that they provide.
- Organisations need to further develop their co-ordinated working and information sharing practices.
- Norwich City Council should work with others to extend local publicity about welfare benefits and other information relating to financial inclusion.
- The local authority responsible for social care should conduct a mapping exercise to establish the specific needs of older people in minority groups.
- The local authority responsible for social care should look into the feasibility of empowering carers, in appropriate circumstances, to have the authority to advocate on behalf of those they are caring for and to manage their care packages.
- A 'Power of Care' authority for carers to be explored initially by Norwich City Council and, if practicable, established.
- Local authorities and other organisations should take a more proactive and co-ordinated role in identifying carers and then assessing and supporting their needs.

## Contact details

An electronic copy of the full report can be found on the [www.norwich.gov.uk](http://www.norwich.gov.uk) website.

If you have any queries or comments regarding this executive summary or would like a hard copy of the full report please contact:

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# Independent Commission for Older People Talking about my generation

## Executive summary for the final report on the needs of older people living in and around Norwich

The Commission was set up July 2008. We wanted to find out what life is like for older people in and around Norwich and how it can be improved. The aim was to hear directly from older people, their families, carers, and organisations that work with and for older people.

This report is a reflection of what we learned. It makes recommendations that we believe can improve the quality of life and support needs of older people in and around Norwich.

I want to thank everyone who took the time to provide us with the wealth of evidence on which the report is based. Without them our task would have been impossible.

The Commissioners all gave unstintingly of their time and expertise and for this I am hugely grateful. They are: David Fullman, Felicity Hartley, Rex Humphrey, Irene Oliver and Chris Southgate. Each was chosen for the task as they had a particular skill.

I believe that the recommendations in this report can make a real difference not only to today's older people but to the lives of all of us now and in the future.

A handwritten signature in black ink that reads 'Brenda Arthur'.

Brenda Arthur

Commission chair and champion for older people.  
Executive member for and adult services, Norwich City Council

February 2009

**'Influencing and informing the development of services  
for older people in the coming years.'**

## Our approach

Evidence and information was obtained from literary research and by the Commissioners listening and talking to a range of local people and organisations. The results of the returned consultation documents were also collated. The findings from these three sources of information were debated thoroughly by the Commissioners who brought their broad range of expertise to these discussions. Particular attention was paid to the information provided by individual older people. In this way we identified a range of key findings.

Using the key findings Commissioners drew their conclusions and from these their recommendations, some are strategic, while others are more operational and practical.

## Our key findings

### Living independently

- For a number of reasons maintaining independence can be difficult.
- Most older people want to remain living in their own homes.
- Isolation is one of the main challenges associated with living independently.
- Self directed care (individual budgets and direct payments) is not generally recognised by older people as a means of enabling independence.
- Older people, their families and carers need better access to information.
- Some minority groups (for example lesbians, gay men, bisexuals and transsexuals) do not have sufficient family or social networks to support them to live independently.

### Improving lives for carers of older people

- Approximately one in fifteen people living in and around Norwich care for an older person.
- Relatively few carers have their needs formally assessed.
- Help and support for carers often only arrives when they are at crisis point.
- The full potential of carers is not being realised as they are often left out of communications between the person they are caring for and the providers of care.
- Carers need better access to information.

### Giving people more choice and control

- Difficulty in gaining access to information limited older people's ability to exercise choice and control.
- The changing shape of local communities is making it more difficult for older people to exercise choice and control.
- Better access to advocacy is required to help older people exercise choice and control.
- Individual budgets and direct payments are not fully understood by older people and their carers.

### Involving older people and understanding their needs

- A number of organisations hold data relating to the needs of older people.
- There is not a robust structure in place that enables effective information sharing between organisations.

## Making services more responsive

- Information is not always shared between organisations.
- Sometimes there is a time lag between the need for care being identified and it arriving.
- Nobody seems to be comprehensively co-ordinating referrals between organisations.

## Focusing on all needs

- Encouragement for family and community engagement is required to increase the number of people providing informal care and support for older people.
- There is a need to encourage volunteering and increase the capacity of the voluntary sector.
- Signposting and access to information needs to be improved to enable more people to organise their own day to day support.

## Getting good results

- When trying to achieve good results consultation with older people, their families and carers is very important.
- While some mistakes may happen it is important that service providers learn from them and change their services or approaches accordingly.

## Our conclusions

Many of our conclusions may be unsurprising, certainly to those whose professional lives or voluntary work is devoted to the needs of older people. However they do demonstrate that in many cases small changes can make significant differences to peoples' lives.

### We concluded that older people living in and around Norwich need:

- to be able to better influence decisions that affect their lives
- easier access to information that is reliable, complete and trustworthy at the point that they expect to find it
- to live in a community that has a network of good neighbours that support them to live independently, especially where family support is not available
- earlier access to everyday basic help that prevents, or at least slows down, any deterioration in a person's wellbeing
- the ability to get out and about as much as they want
- more effective co-ordination by service and support providers
- an adequate income, including more proactive support to ensure that they receive all the benefits to which they are entitled
- reassurance that the specific needs of minority groups are recognised.

### and that carers of older people need:

- to be included, as a matter of course, in communications between social services, health services and other service providers
- their status and authority to be explicitly recognised
- their circumstances and well being to be initially assessed and then reviewed regularly to ensure they are receiving the right level of support.



## ‘Talking about our generation’ – the final report of the Independent Commission for Older People

### Progress on the recommendations that were made in the final report

The following table summarised progress being made on the recommendations contained in the above report:

Recommendation	Progress	Status
<p><b>1.     Norwich City Council establishes a single ‘Older people’s forum’ for the city.</b></p> <p>The Commission has found evidence that the co-ordination of strategic effort between service providers, voluntary organisations, third sector organisations and other representing and serving the interests of older people has scope for improvement. It is apparent that there are too many committees and bodies sitting in isolation, all aiming to improve the wellbeing of older people, but not achieving the best results as their strategies and work are not always co-ordinated.</p> <p><b>The Commission recommends</b> that Norwich City Council leads in the formation of, and then continues to support a single older people’s forum or board that brings together all interested parties around one table to co-ordinate all overarching strategy and projects for older people living in and around Norwich. The Commissioners were clear that such a forum should have focussed Terms of Reference, which would include developing a programme of work which will deliver recommendations to service providers and those</p>	<p>The establishment of an older people’s forum has progressed well. The main highlights are:</p> <ul style="list-style-type: none"> <li>• It is intended to form the forum by selecting a steering group, drawing up draft terms of reference, holding an initial full forum meeting to discuss/agree terms of reference and elect a working group, and then hold quarterly full forum meetings with more focused working group meetings in between.</li> <li>• The formation timetable is as follows:  21/5/09   First steering group meeting  25/6/09   Second steering group meeting  30/7/09   First full forum meeting</li> <li>• Invitations to join the steering group have been sent to:  Age Concern(Norwich)  Norwich Older People’s Inclusion Project (3 reps)  Adult Social Services  NHS Norfolk  Norfolk Carers Forum  A tenants representative  A carers representative</li> </ul>	

<p>who can influence social policy. This forum would need to communicate with other relevant forums in surrounding areas.</p>	<p>A Sheltered Housing Tenants Forum Representative A faith group representative Norwich City Council community engagement team Norwich City Council's executive member for housing and adult services</p> <p>It is anticipated that all invitations will be accepted.</p> <ul style="list-style-type: none"> <li>• Councillor Brenda Arthur and the project manager (Robin Hare) have been liaising with Social Services, Age Concern Norwich and the Norfolk Carers Forum who are all enthusiastic about the initiative and are keen to be involved.</li> </ul>	
<p><b>2</b>     <b>Voluntary and statutory organisations should work together to find effective and consistent ways for older people to access information.</b></p> <p>Older people, their carers, families and friends have told Commissioners about the frustration they have experienced when trying to access information. The Commission acknowledges that a large amount of good quality information exists on a wide range of subjects, however, people are confused on how to access it.</p> <p><b>The Commission recommends</b> that organisations involved in the care and support of older people living in and around Norwich co-ordinate their efforts and that the proposed older people's forum works with these organisations to develop the best method or methods of doing this.</p> <p><b>The Commission also recommends</b> that, pending any longer term solution, all local community magazines, for</p>	<p>This recommendation has progressed through the authorities financial inclusion strategy and action plan, which is being led by community services.</p> <p>The financial inclusion manager has been working with Age Concern (Norwich) to develop the following two initiatives that will make it easier for older people, their family, friends and carers to access information:</p> <ul style="list-style-type: none"> <li>• Extra training, starting 11/5/09, for front line staff regarding disability living allowance (care component) and attendance allowance.</li> <li>• A money fair being held in Old Catton during May.</li> </ul> <p>Once the Norwich Older Peoples Forum has been formed (expected on 30/7/09), it is hoped that they will be able to inform the editors of Citizen Magazine, and other publications, of the type of issues that a regular column might include.</p>	



<p>example the Norwich Citizen magazine, regularly dedicate a section to updates relating to older people's issues and where practical share information with each other.</p>		
<p><b>3</b>     <b>Norwich City Council should work with existing and new community groups to develop good neighbour schemes within our communities.</b></p> <p>It is becoming apparent that in future older people will become increasingly dependent on their families and local communities to actively engage with them to provide support. However, the Commission has found evidence that due to changing demographics and family migration the number of people available to offer to provide support and care will reduce in the coming years.</p> <p><b>The Commission recommends</b> that any new community initiatives or community engagement processes recognise the need to work with and for older people.</p>	<ul style="list-style-type: none"> <li>• The community engagement team are taking full account of this recommendation whilst developing action plan.</li> <li>• Councillor Arthur has met with the county council day services team and they are also building the points from this recommendation into their action plan and intend more closely with our community engagement team.</li> <li>• The authorities proposals for unitary status include engaging and working with the whole of the community which includes older people and others with an interest in their issues.</li> </ul>	
<p><b>4</b>     <b>Local authorities should continue to develop an enabling and supporting relationship with the voluntary and community sector, especially those working with and for older people.</b></p> <p>It is apparent that the future health and well being of older people will be partly dependent on the quality and level of service provided by the voluntary sector.</p>	<ul style="list-style-type: none"> <li>• As mentioned in paragraph 2 above Norwich City Council is currently working closely with Age Concern (Norwich) on two new initiatives which should improve outcomes for older people.</li> <li>• The authority is also currently providing project management and secretarial support for the forming Norwich Older Peoples Forum. This process has involved pulling together a steering group comprising of</li> </ul>	

<p><b>The Commission recommends</b> that the local authorities responsible for the area in and around Norwich continue to develop an enabling and supporting relationship with Voluntary Norfolk and local voluntary organisations such as Age Concern and Independent Living Norfolk.</p>	<p>representatives from social services, health, Age Concern (Norwich), Norwich Carers Forum, the sheltered housing tenants forum, tenants organisations, Norwich Older Peoples Inclusion Project as well as other individual volunteers to represent the diverse interests of older people.</p> <ul style="list-style-type: none"> <li>• The Norwich 3<sup>rd</sup> Sector Forum was established with the support of the Neighbourhood Renewal Fund in 2007-8 and aims to develop the capacity of 3<sup>rd</sup> sector organisations to work collectively and provide a voice with statutory agencies.</li> <li>• Norwich City Council has recently published a community engagement strategy and is currently working on an action plan to deliver its objectives. Central to this will be working with voluntary organisations and developing relationships.</li> <li>• In addition Norfolk County Council are currently supporting the formation of a carers council, which will pull together and support the interests of carers and the organisations representing them. The project has been supplied with copies of the Independent Commission for Older People report (the ICOP final report) and are using it to inform their actions. Councillor Arthur has been invited to sit on the commissioning group for this project.</li> </ul>	
<p><b>5 Local authorities, businesses and other organisations should ensure that the impact for older people is always considered and addressed when developing or changing the services that they provide.</b></p>	<ul style="list-style-type: none"> <li>• It is intended that this recommendation is going to be picked up and actioned in the authorities diversity improvement work to attain the next accreditation level.</li> <li>• It is also expected that this recommendation will be picked up for action by the Norwich Older People's Forum once it</li> </ul>	

<p>The Commission has found evidence that the needs of older people, even if they are being recognised in the first place, are not always being addressed when developing or changing services. The main examples centre on transportation, condition of the highways and access to services.</p> <p><b>The Commission recommends</b> all organisations to not only undertake equality and diversity impact assessments but to also address and resolve the issues raised by these assessments.</p> <p><b>The Commission also recommends</b> that public and voluntary sector transport providers should introduce more services which offer mobility direct from someone's home to local and City centre facilities, preferably by innovations which meet the needs of both single individual and small groups such as those who live in sheltered accommodation or residential care.</p>	<p>has been formed.</p> <ul style="list-style-type: none"> <li>As mentioned in Appendix C, 443 copies of the ICOP final report have been supplied to both internal and external service providers. Within Norwich City Council the report has already been used to shape the community engagement and financial inclusion strategies and action plans.</li> <li>Transport for older people is expected to feature quite high on the agenda for the forming Norwich Older Peoples Forum.</li> </ul>	
<p><b>6 Organisations need to further develop their co-ordinated working and information sharing practices.</b></p> <p>Evidence was received which said that the well being of older people, their carers, families and friends could be improved if co-ordination of effort and information sharing between service providers, voluntary organisations and others was further developed. The Commission is aware that Norfolk County Council are currently leading work to establish a system similar to the 'Home Shield' scheme operated in Suffolk and fully supports the development of a similar initiative locally.</p>	<ul style="list-style-type: none"> <li>This recommendation is in part being picked up as part of the authorities financial inclusion work.</li> <li>The Norwich City Council is starting to work closely with Age Concern (Norwich) and social services around issues such as financial inclusion, community engagement and welfare benefits. For example, the Catton Grove Money fair is a joint venture involving the two organisations.</li> </ul>	

<p><b>The Commission recommends</b> that this initiative be continued regardless of any future local government re-organisation.</p>		
<p><b>7</b>      <b>Norwich City Council should work with others to extend local publicity about welfare benefits and other information relating to financial inclusion.</b></p> <p>While researching and talking to people it has become apparent to the Commission that a wide range of information, advice and help exists to enable older people to access benefits and manage their finances. The problem seems to be that people do not know where to find this advice.</p> <p><b>The Commission recommends</b> that Norwich City Council should use their financial inclusion initiative as a means to make progress.</p>	<ul style="list-style-type: none"> <li>• This recommendation is being picked up as part of the authorities financial inclusion initiative (Bob Cronk).</li> <li>• Norwich City Council's financial inclusion manager is developing a number of financial inclusion initiatives for use by front line services.</li> <li>• The Catton Grove Money fair is an example of the authority working with others to encourage the uptake of welfare benefits.</li> </ul>	
<p><b>8</b>      <b>The local authority responsible for social care should conduct a mapping exercise to establish the specific needs of older people in minority groups.</b></p> <p>It is acknowledged that older people's issues are not always that visible to the rest of the community. Evidence has been presented to the Commission that suggests that even less apparent are the issues being experienced by minority groups, for example lesbians, gay men, bisexuals and transsexuals, as well as those</p>	<ul style="list-style-type: none"> <li>• Harold Bodmer (Director of Social Services) attended the City of Norwich Partnership Development Board on 3<sup>rd</sup> March 2009 and accepted that this was a task in need of action in the future.</li> <li>• It should be noted that all social service initiatives, consultations and projects already contain an element of mapping minority needs within the remit of each individual initiative resulting in an opportunity for issues to be identified.</li> </ul>	

	<p>people from black and minority ethnic groups in the older people's community.</p> <p><b>The Commission recommends</b> that the local authority responsible for social care undertakes a mapping exercise of the specific needs of minority groups of older people, where possible, through consulting with them.</p>		
9	<p><b>The local authority responsible for social care should look into the feasibility of empowering carers, in appropriate circumstances, to have the authority to advocate on behalf of those they are caring for and to manage their care packages.</b></p> <p>The Commission has found that carers can often be left out of discussions between social services, health services and other service providers. In addition, when they are included in the process their useful input is often restricted as they do not have the necessary authority to represent the person they are caring for.</p> <p><b>The Commission recommends</b> that the local authority responsible for social care should consciously respect the advocacy role of carers and ensure that they are involved in the development and management of any care package for the person they care for.</p>	<ul style="list-style-type: none"> <li>Hilary Mills (social services head of commissioning and partnerships) has picked up this issue and will feed it, along with the other recommendations in the report, into the Norfolk Carers Council once it has been formed.</li> </ul>	
10	<p><b>A 'Power of Care' authority for carers to be explored and, if practicable, established.</b></p>	<ul style="list-style-type: none"> <li>Enquires under way to establish whether assistance may be available from central government in the form of the recently published Sustainable Communities Act. These</li> </ul>	

<p>Carers often lack the authority to organise and negotiate on behalf of the older person they are caring for. The Commission believes that this weakness could be overcome by formal recognition of the status of individual carers. In particular, the Commission believes that what we describe as 'A Power of Care' should be developed.</p> <p>The Commission recognises that such an authority to act for and represent an older person will have limitations and may be legally complex. What we envisage is that, to be granted a power of care would require both the written agreement of the older person and the support of a body such as the local authority or health authority. It would clearly need to be established that the carer was a fit person for such a role.</p> <p><b>The Commission recommends</b> that this proposal is initially explored in Norwich. If it works, then such a scheme could perhaps be given governmental support and applied nationally.</p>	<p>have included a letter from Councillor Arthur to Baroness Hollis seeking advice on this matter..</p> <ul style="list-style-type: none"> <li>• The recommendation has also been picked up as an idea by Hilary Mills (social services head of commissioning and partnerships) who will feed it into the Norfolk Carers Council which is now being established.</li> </ul>	
<p><b>11</b>    <b>Local authorities and other organisations should take a more proactive and co-ordinated role in identifying carers and then assessing and supporting their needs.</b></p> <p>People and organisations told the Commission they felt that, in the main, carers of older people struggle on coping until their situation reaches crisis point. Only then do they engage with the authorities to seek the required assessment, help and support.</p>	<ul style="list-style-type: none"> <li>• Hilary Mills (social services head of commissioning and partnerships) has picked up this issue and will feed it, along with the other recommendations in the report, into the Norfolk Carers Council once it has been formed.</li> <li>• It is also expected that this recommendation adopted for action by the Norwich Older People's Forum after it has been formed.</li> <li>• Norwich City Council is currently trying to establish ways</li> </ul>	



<p><b>The Commission recommends</b> that organisations should work more proactively together to identify people in the early stages of caring and provide them with the information and support required to prevent their situation becoming a crisis.</p>	<p>that carers can be identified more readily in their systems, particularly those relating to front line customer contact. It has been established that they are identified within the choice based letting system and that similar identification in other systems would assist meeting their needs more readily.</p>	
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**‘Talking about our generation’ – the final report of the Independent Commission for Older People  
Progress on the resolutions made by Norwich City Council’s Executive Committee on 21<sup>st</sup> January 2009**

The following table summarised progress being made on the recommendations contained in the above report:

Resolution	Progress	Status
(1) endorse the findings, conclusions and recommendations of the Commission;	No action required	Complete
(2) support the circulation of the report to inform the services providers of the needs and feelings of older people living in and around Norwich;	<ul style="list-style-type: none"> <li>The report has been circulated with a covering letter to: 213 external service providers – a number have requested and been supplied with additional copies 230 Norwich City Council managers and team leaders 38 Norwich City Councillors 48 consultation respondents 6 MP’s, lords &amp; ladies etc.</li> <li>100 copies have been given each to Age Concern Norwich and Age Concern Norfolk for distribution.</li> <li>The report is also available on the Norwich City Council website</li> </ul>	Complete

## Appendix C

<p>(3) ask that the findings, conclusions and recommendations be taken into account when developing all service areas;</p>	<ul style="list-style-type: none"> <li>• 230 copies of the report have been circulated to Norwich City Council managers and team leaders with a covering letter requesting that the findings of the report be taken into consideration when developing service areas.</li> <li>• The report will be used to inform the forthcoming service transformation 'customer focus' work stream.</li> <li>• Norfolk County Council Adult Services are using the findings of the report inform their current day services and carer support improvement initiatives.</li> </ul>	
<p>(4) note that there is no City Council budget provision for implementation of the Commission's recommendations and agree to consider this as part of the budget preparation for 2009/10;</p>	<ul style="list-style-type: none"> <li>• All current implementation has been done from existing resources.</li> </ul>	
<p>(5) ask for a progress report and action plan to be submitted to the Executive within the next two months;</p>	<ul style="list-style-type: none"> <li>• This will be presented to Executive on 27<sup>th</sup> May 2009.</li> </ul>	
<p>(6) ask that an article on the report is included in a future edition of the Citizen; and</p>	<ul style="list-style-type: none"> <li>• A slot has been booked in July's Citizen Magazine to publicise the first Norwich Older People's full forum meeting on 30<sup>th</sup> July 2009. It is anticipated that the article will be along the lines of 'you said, we listened, we did' and draw further attention to the final report of the Independent Commission for Older People.</li> </ul>	

<p>(7) refer the report to the local strategic partnership.</p>	<ul style="list-style-type: none"> <li>• The report was presented to the City Of Norwich Partnership Delivery Board by Councillor Arthur on 3<sup>rd</sup> March 2009. The presentation was minuted as follows:</li> <li>• “Councillor Brenda Arthur introduced the report and referred to the changing demographic of the increased number of older people as a proportion of the population, and together with Robin Hare, Policy and Project Officer, presented the report.</li> </ul> <p>Harold Bodmer (Head of Adult Social Services) responded to the report and said that he would be pleased to ensure that the County Council worked together with partners on the actions that had been identified. It would be helpful if Councillor Arthur contributed to a 3 month review of social care commissioned by the County Council. Partners were advised that the problems experienced with a new contract for home care were being addressed and actions taken to improve the service.</p> <p>Geoff Lowe congratulated Councillor Arthur on the report of the Independent Commission for Older People in that it included the concerns of the clients as well that of organisations.</p>	<p>Complete</p>
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(7) cont.	<p>The Delivery Board resolved:-</p> <ul style="list-style-type: none"><li>(1) to endorse the findings, conclusions and recommendations of the Commission;</li><li>(2) to support the circulation of the report to inform partners and service providers of the needs and feelings of older people living in and around Norwich;</li><li>(3) the findings conclusions and recommendations to be taken into account by partners and service providers when developing all services;</li><li>(4) to note that there is currently no budgetary provision for implementation of the Commission's recommendations amongst partners, and to agree to consider this as part of future budgetary preparations."</li></ul>	
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### **“Talking About My Generation” – Strategic Links to the Independent Commission for Older People Final Report Recommendations and Subsequent Actions**

The following is a list of strategies, priorities, recommendations, performance indicators that the above report and subsequent actions have links to:

#### Corporate Strategic Priorities

SP3 Leisure Needs assessment  
SP10 City Hall development opportunities assessment  
SH1 Decent Homes Programme  
SH2 Council House Energy efficiency  
SH3 Maximise use of Housing Stock  
SH4a Community Engagement Strategy development  
SH4b Community Engagement Strategy implementation  
SH9 Parks for People programme development  
SH11 Model urban Neighbourhood benchmark development  
OA1 Equalities Standard Level 2  
OA2 Equality Impact Assessment of Services  
OA3 Improve Accessibility to Services  
OA4 Adult Participation in Sport  
OA5 Support and increase capacity of Third Sector  
OA6 Citizen magazine posted to every household  
OA7 Set up an older people's commission.  
OA8 Financial Inclusion Strategy development  
OA9 Warm Homes Project to tackle fuel poverty in the private sector  
OA10 Free Events programme  
AE1 Customer friendly letters  
AE2 Customer Care Standards implementation  
AE3 Corporate Compliments and Complaints System  
AE4 Customer Satisfaction and feedback system

#### Corporate Strategies

Neighbourhood strategy.  
Cultural strategy.  
Community engagement strategy.  
Community safety strategy  
Social cohesion strategy.  
Economic strategies.  
Housing strategies.  
Diversity strategy  
People plan.  
Customer care/access strategy.  
Communications strategy

#### Norwich Needs – Key Challenges

6: Tackling the additional barriers faced by people with mental health issues  
7: Reducing health inequalities across the city



### City of Norwich Partnership – Sustainable Community Strategy (LSP)

- Theme 1: City of Economic Growth and Enterprise  
- to promote the well-connected city through sustainable transport
- Theme 3: City of Culture and Creativity  
- to inspire people  
- to create an environment where things can happen  
- to improve quality of life
- Theme 4: City of Safe and Strong Communities  
- to support families in crisis  
- to improve neighbourhood engagement
- Theme 5: City of Health and Well-being  
- to reduce poverty and disadvantage  
- to reduce the incidence of mental health problems  
- to reduce health inequalities  
- to ensure adequate housing for all Norwich residents
- Theme 6: City of Learning and Personal Development  
- to improve levels of educational attainment  
- to boost aspirations of and opportunities for people of all ages

### LAA Themes and Indicators

- Outcome 1: Thriving economy  
1.5: (NI 175): Access to services and facilities by public transport, walking and cycling (Designated)
- Outcome 3: Improving housing  
3.3: (NI 187): Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating  
3.6: Housing adaptation measure (Local)
- Outcome 5: Stronger communities  
5.1: (NI 1): Percentage of people who believe people from different backgrounds get on well together in their local area (Designated)  
5.2: (NI 4): Percentage of people who feel they can influence decisions in their locality (Designated)  
5.3: (NI 6): Participation in regular volunteering (Local)  
5.4: (NI 7): Environment for a thriving third sector (Designated)  
5.6: (NI 140): Fair treatment by local services (Local)  
5.7: Participation in cultural activities (Local)
- Outcome 6: Safer communities  
6.12: Safeguards against poor treatment of vulnerable adults (Local)

### Outcome 7: Supporting independence

- 7.2: (NI 125): Achieving independence for older people through rehabilitation / intermediate care (Designated)
- 7.3: (NI 130): Social Care clients receiving Self Directed Support per 100,000 population (Direct Payments and Individual Budgets) (Designated)
- 7.4: (NI 135): Carers receiving needs assessment or review and a specific carer's service, or advice and information (Designated)
- 7.5: (NI 136): People supported to live independently through social services (Local)
- 7.6: (NI 141): Number of vulnerable people achieving independent living (Designated)
- 7.7: (NI 142): Number of vulnerable people who are supported to maintain independent living (Local)
- 7.8: Advice and advocacy (Local)

### Outcome 8: Improving health and well-being

- 8.1 (NI 8): Adult participation in sport and active recreation (Designated)
- 8.8 (NI 121): Mortality rate from all circulatory diseases at ages under 75 (Designated)
- 8.10: Mental health of adults and older people (Local)

### National Indicators

- 2 % of people who feel that they belong to their neighbourhood
- 3 Civic participation in the local area
- 4 % of people who feel they can influence decisions in their locality
- 5 Overall / general satisfaction with local area
- 6 Participation in regular volunteering
- 7 Environment for a thriving third sector
- 8 Adult participation in sport and active recreation
- 9 Use of public libraries
- 10 Visits to museums and galleries
- 11 Engagement in the arts
- 23 Perceptions that people in the area treat one another with respect and consideration
- 120 All-age all cause mortality rate
- 121 Mortality rate from all circulatory diseases at ages under 75
- 122 Mortality rate from all cancers at ages under 75
- 124 People with a long-term condition supported to be independent and in control of their condition
- 125 Achieving independence for older people through rehabilitation / intermediate care
- 127 Self reported experience of social care users
- 128 User reported measure of respect and dignity in their treatment
- 129 End of life care – access to appropriate care enabling people to be able to choose to die at home

130	Social Care clients receiving Self Directed Support per 100,000 population
131	Delayed transfers of care
132	Timeliness of social care assessment (all adults)
133	Timeliness of social care packages following assessment
135	Carers receiving needs assessment or review and a specific carer's service, or advice and information
136	People supported to live independently through social services (all adults)
137	Healthy life expectancy at age 65
138	Satisfaction of people over 65 with both home and neighbourhood
139	The extent to which older people receive the support they need to live independently at home
140	Fair treatment by local services
141	Percentage of vulnerable people achieving independent living
142	Percentage of vulnerable people who are supported to maintain independent living
147	Care leavers in suitable accommodation
148	Care leavers in education, employment or training
149	Adults in contact with secondary mental health services in settled accommodation
150	Adults in contact with secondary mental health services in employment
177	Local bus and light rail passenger journeys originating in the authority area
178	Bus services running on time
187	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating

### National and Regional Reports, Strategies and Recommendations

Never Too Late for Living : Inquiry into Services for Older People	LGIU (July 2008)
Who Cares	Norfolk Carers (March 2007)
Supporting Carers	Learning Exchange (July 2005)
Independent Living for Older People	Office of Deputy prime Minister (May 2004)
Don't Stop Me Know : preparing for an ageing population	Audit Commission (July 2008)
Lifetime Homes, Lifetime Neighbours : a national strategy for housing in an ageing society	Communities and Local Government (February 2008)
Our Health, Our Care, Our Say : a new direction for community services	NHS (January 2006)
Putting People First : a shared vision and commitment to the transformation of adult social care	NHS, LGA & ADASS (December 2007)

Inspection of Social care Services for Older People : Norfolk County Council	Commission for Social Care Inspection ( <i>July 2006</i> )
Our lives, Our Choices : fit for the future – a new vision for adult social care and support	LGA ( <i>September 2008</i> )
End of Life Strategy : draft for consultation	NHS Norfolk ( <i>September 2008</i> )
Review of Older people's Engagement with Government : emerging findings	John Elbourne – Commissioned by the Minister for Pensions reform ( <i>October 2008</i> )

### Partnerships

City of Norwich Partnership  
Neighbourhood Renewal Fund  
Norfolk County Strategic Partnership  
NELM  
Norfolk Concessionary Travel Scheme  
Norwich Bus Joint Investment Partnership  
Bittern and Wherry Line Community Rail Partnerships  
East West Rail link  
Community Cohesion Network  
Citywide Board  
Greater Norwich Housing Partnership  
The Greater Norwich Choice Based Lettings Partnership Board  
Norfolk Supporting People Commissioning Body  
City Centre Management Partnership  
Regional Cities East  
Investing in Communities  
Norwich Learning City  
Shaping Norfolk's Future  
Safer Norwich Partnership  
Sub Regional Floating Support Monitoring Group  
Norfolk Partnerships for Older People's Projects  
Safeguarding Adults Board  
Norfolk Supporting People-Provider Elected Panel