Committee: Overview and Scrutiny Committee  
Date of meeting: 26 March 2015

Subject: Annual Elmbridge Older Persons Advisory Body Report  
Lead Officer: Melanie Bussicott - Head of Community Support Services  
Portfolio Holder: Councillor Christine Elmer – Social Affairs  
Link to Council Priorities: Vision, a safe, caring and healthy Elmbridge.  
Exempt information: None  
Delegated status: For resolution

EXECUTIVE SUMMARY

- The Overview and Scrutiny Committee received an annual report on the work of the Elmbridge Older Persons Advisory Body. The Body meets three times a year and this report details the issues and activities discussed / actioned at these meetings (11th July 2014, 10th November 2014 and 19th February 2015)

RECOMMENDATION: THAT:

(A) THE COMMITTEE REVIEWS THE ELMBRIDGE OLDER PERSONS ADVISORY BODY FOR 2014/15 AND CONSIDERS WHETHER THERE ARE ANY ISSUES / ACTIONS THAT THEY WOULD LIKE THE ELMBRIDGE OLDER PERSONS ADVISORY BODY TO CONSIDER DURING THE NEXT MUNICIPAL YEAR.

REPORT:

1. Background and context

1.1 Introduction
The Elmbridge Older Persons Advisory Body is a non-statutory partnership. Members include five Borough Councillors, a County Councillor, Surrey County Council, Surrey Police, Paragon Housing Trust, Virgin Care, Sunrise, Housing Services, Finance, twelve voluntary sector organisations / charities providing services for older people (both CABs, Home Support Elmbridge, Whiteley Homes Trust, Crossroads, Alzheimer’s UK, CHEER, Voluntary Action Elmbridge, WWAG, Walsingham Care, Age UK and Carers Support Elmbridge), two representatives of Centre Services / volunteers and two carers supported by Community Support Service officers.

Appendix A is a copy of the current membership of the Advisory Body.

1.2 The aims and objectives of the Advisory Body are:
- To listen and to respond, recognise and involve, foster partnership and focus on specific outcomes in terms of the delivery of better services for older residents in the Borough of Elmbridge
- Improve public awareness of older people by better meeting the needs of, listening to their views and encouraging and recognising their contribution
To receive reports from the Trustees of the Elmbridge Trust for Older People on monies left to the Trust and discuss with Trustee representatives how monies can be allocated in the future (how active the Trustees are is dependent on new monies being left to the Trust).

1.3 The terms of reference acknowledge that the Advisory Body will achieve the above by:
- Encouraging older people in the planning of services
- Directly receiving feedback from those engaged in Centres, volunteers and carers
- Ensuring that reports go to the Overview and Scrutiny Committee on identified needs of older people, ensuring that the Trust is aware of any unmet need in terms of non-statutory provision being identified in the community, which is also mindful of the resources being held by the Trust at any point in time
- Lobbying on new and improved services to be provided either by the Borough Council, Surrey County Council and the Clinical Commissioning Groups and to respond on consultation documents
- Identifying areas that the Advisory Body may wish to undertake by setting up working groups to progress accordingly.
- Identifying key themes of meetings to enable in depth study of a subject resulting in action points being made

2. Key actions from the first Advisory Body meeting – 11th July 2014

2.1 Chairmanship – It was the first meeting of the municipal year and therefore the Chair and Vice Chair were elected. Councillor Tannia Shipley was elected as Chair and Councillor Barry Fairbank was elected as Vice Chair. Congratulations were also extended to Councillor Barry Fairbank on becoming Mayor.

2.2 Topics discussed
It was highlighted that council officers had attended Whiteley Village following the appointment of the new Chief Executive, Chandra McGowan. Centre Managers also had their meeting at Whiteley Village to enhance officers knowledge of the village and its services. It was recognised that all but 16 of the units had now been refurbished to a high standard. Whiteley Village would also be included in the next issue of our community newsletter. It was noted that Chandra is the first Chief Executive not resident on the site.

2.3 Twelve month review report
It was noted that it had been a very busy year:
- Quarterly local performance indicators
  - **Volunteering** – volunteer sessions over target, with 111 volunteers recruited during the last year (an increase on the target of 100). Following a review of the DBS check requirements we are now not undertaking checks on tea-bar volunteers at Centres but are purely focusing on Meals on Wheels volunteers or where a volunteer was supporting specialist groups for dementia or our Children’s Centre services.
  - **Meals on Wheels** - slightly under target. The service sees a high level of turnover due to the frailty of its customers.
- **Community Transport** was slightly down – 0.6%, however only Centre Transport had reduced, both Dial a Ride and Hire a Bus had increased. It was highlighted that the Community Cab scheme which had been funded through PPP funding d its launch on 4th August 2014.

- **The Relief Carers Scheme** was considerably over target (the service has increased its specialist groups from 8 to 10) – it was also noted that a new Dementia Services Manager was currently being recruited. Subsequently Kulbir Gill joined is in the autumn of 2014.

- **The Community Alarm and Telecare service** also exceeded its targets

- **Case studies** from Centres are now included in the monitoring review reports as the most effective way of showing how the service supports customers

- The latest copy of the **Community Newsletter** was tabled by Emma Jones, Community Information Officer. The Community Newsletter is distributed to all GP surgeries, local hospitals, sheltered housing schemes, Whiteley Village, Centres for the Community and is also emailed to Members. The Advisory Body welcomed the excellent high quality publication.

- **The Wellbeing Centre** was going from strength to strength with a full and robust programme, contributing organisations included:
  - Alzheimer’s Society
  - Age UK
  - Relief Carers Scheme
  - Adult Social Care
  - Smart Care Clinic

In discussion at the Advisory Body meeting it was noted that the Wellbeing Centre had a robust daily programme to ensure the Wellbeing Centre was fully utilised, however in addition to the two specialist groups that took place within the Wellbeing Centre a further eight specialist groups supporting people with dementia took place at Weybridge, Hersham, Cobham, Molesey and Claygate Centres.

- **The Personalisation, Partnership and Prevention Plan (PPP Plan)** has enabled the following services to be developed:
  - An Assisted Shopping Service supported by volunteers, working with the Community Transport Drivers.
  - The development of an Immediate Response Service to support hospital discharge or with the moving of furniture to aid discharge.
  - The introduction of self-serve information points at GP surgeries and other community venues.
  - The introduction of display stands to best display items available in our independent living centre catalogue, this is a range of small scale equipment to promote independence that can be purchased from any of our Centres. We are now selling £500 worth of equipment per month across our Centres.
  - A request was made as to whether the information portals could be available in the Civic Centre reception area. A pop up information point was produced as a result but it is not possible to display in the reception on a permanent basis.
• **A new services leaflet and comprehensive services directory** was being produced. The directory will have a broader focus with code references that highlight whether it was a service for older people, people with disabilities, carers, children, etc.

• **Nutrition and hydration events** had taken place in March 2014 and had been very successful. The Advisory Body were informed that further events would be taking place in October 2014 for Older People’s Awareness Week with a focus on keeping warm and keeping healthy which subsequently showcased our services and also included:
  o Care and Repair Team
  o Action Surrey (advice on boilers, heating, etc.)
  o Lots of free products / giveaways were also available

• **HOOPS Scheme (Housing Options for Older People)** - Jayne Halstead introduced her new role that had been developed as a result of PPP funding where she was providing advice for older residents with respect to tenure on:
  ➢ Downsizing
  ➢ Access issues
  ➢ Adaptations
  ➢ Options and alternatives available
  ➢ Social and sheltered housing
  ➢ Guidance through the moving process

• The two new award schemes the Mayor had recently launched were highlighted, these were:
  ➢ **The Friends, Family and Community Support Fund** – this fund considered bids of up to £1,000 for groups and individuals, a total of £5,000 was available to support the community. Having launched this fund six organisations have been successful to date and in fact the next round for funding applications has just closed.
  ➢ **The Iris Simmons Award Scheme** – This was a joint initiative with Rosemary Simmons Housing Association, now Crown Simmons, with £1,000 being available to support older people. The judging panel included family members of Iris Simmons and in fact the Molesey Community Garden was the successful applicant from the initial launch as it seemed to be a fitting memory for Iris Simmons to contribute towards the development of a community garden with a potential commemorative rose garden as a fitting tribute. Consideration will then be given as to whether this award scheme becomes an annual event.

• A new voluntary sector newsletter was tabled at the meeting.

2.4 **Member Updates**

• Louise Williams from Paragon Housing Trust highlighted that they had gone through a radical change since June and requested the opportunity to further update at the next meeting. Principally the schemes were now to have a floating support service instead of a designated scheme manager and services are being brought directly into the community. Finally a presentation was given on the Community Alarm and Telecare services including a Telecare demonstration by Mark Baker, Community Alarm and Telecare Manager, and this particular Advisory Body meeting was taking place at the Telecare Demonstrator Suite / Independent Living Centre at Cobham Centre for the Community.
• The opportunity was taken to update on the Independent Living Centre catalogue which offered 53 items and was developed in partnership with an occupational therapist.

2.5 Telecare demonstration
Over 20 Telecare sensors are available including a pendant alarm (costing £3.90 a week) and other associated Telecare equipment provided at no extra cost, funded by SCC with a service level agreement in place until March 2015. Telecare sensors included a smoke alarm, smoke detector, PRI infra-red sensor, temperature extremes alarm, smoke alarm for deaf people (vibrates), enuresis alert, epilepsy sensor, bed sensor / occupancy sensor, pill dispenser, big alarm button for stroke sufferers, falls detector, bogus caller alarm, door sensor / alarm when the door is opened, pull chord, flood detector / sensor and gas / carbon monoxide sensor. On average 35 new customers join each month and they will all have an alarm plus Telecare equipment as appropriate. Hosting the meeting at the Telecare Demonstrator Suite gave the opportunity to increase member’s awareness of the Telecare service available to Elmbridge residents

3. Key actions from the second Advisory Body meeting – 10th November 2014

3.1 In 2014 the Elmbridge Older Peoples Forum was closed down due to the small number of people that were attending the meeting and, as a result, an invitation was extended to all Forum members to join the Advisory Body. This resulted in the following organisations sending representatives to the November Advisory Body meeting:
- Walsingham Care
- Virgin Care
- Sunrise
- Age UK
- Carers Support Elmbridge.
- Crossroads Care Surrey (they were already members but a different rep was identified)

The opportunity was taken to review the format of the Advisory Body. It was agreed that there would be a key theme / topic for each meeting. There would then be the opportunity for two or three short member-updates and consideration of Community Support Services’ monitoring report. This format sought to take forward and focus on a specific area but also share information about Elmbridge activity.

It was also noted that Surrey County Council had been in discussions around potentially developing a Friends, Family and Community Support Forum. It was very much felt that, from an Elmbridge perspective, this could mean that the same organisations that currently attend the Elmbridge Older Persons Advisory Body might also be looking to go to a Friends, Family and Community Support Forum and it seemed to make more sense to have a key item on the next agenda to look at the Friends, Family and Community Support agenda that Surrey are developing and then look at what the potential links could be for the Advisory Body thereafter. During the last year the issue was raised around whether there would be any Committee and Member Services support of the Advisory Body. It was confirmed to members that the meeting would continue to be supported directly by Community Support Services officers.
3.2 Topics discussed included:

- How Carers Support Elmbridge might use their contacts to assist in the rollout of information displays across GP surgeries.
- Paragon Housing gave an update on the Perfect Fit scheme, this scheme was run by the Elmbridge Housing Trust / Paragon Housing, working with Elmbridge Borough Council and provided an incentive to residents to move to more suitable accommodation. The scheme is currently in its second year and so far 103 residents have joined the scheme, 5 properties are under offer and 20 tenants have now moved this year and 9 residents are seeking sheltered housing. However, it was also highlighted that residents were not put under any pressure to move. The focus of the scheme was on providing incentives if the person does decide to move.

3.3 Presentation on the Community Link Project
Chris Bicknell, Cobham Link Project Coordinator, gave a presentation on to the Advisory Body on the project. The Cobham Link initiative was initially developed as a one year fixed term contract to provide ten places a day to support people with learning disabilities. In 2013 Elmbridge took over responsibility for the project with personalised budgets being used to cover the cost of each day place. Currently there are 18 members with learning disabilities. The project aims to promote independence and build confidence and skills with a person centred approach. Usually 14 members is the maximum number supported in any one day. The community activities involve volunteering at Painshill Park and at the Cobham Centre, helping with shopping, art and drama classes run by external providers, chair based exercise classes run by Cobham Centre Assistants, gym classes working with the gym instructor, healthy cooking, a volunteer led news group, money skills and individual skills. The opportunity is taken to review classes regularly.

Achievements include:
- New friendship
- Housing – transition from residential to their own homes
- Skill building – numeracy, literacy and social skills
- Volunteering at the Centre leading to finding employments (hairdressing, tea-bar, lunch desk)
- Employment opportunities
- Access to Centre services such as chiropody, hairdressing and the CAB
- Future projects, working with VAE with respect to volunteering opportunities, an allotment project and looking to develop partnership working over the year ahead.

Following a range of questions from Advisory Body members it was noted that the age profile was between 18 – 20 years to 65 years. Referrals came from Care Managers but could now also come direct from individuals. Suggestions were also made about other community links and community opportunities.

3.4 Service monitoring report for the last six months
The following areas were highlighted:
- Molesey Centre move to Mole Hall in February, a successful open day was held on 18th October 2014. At that stage the Centre had 80 new members. A community garden is being developed at Molesey Centre.
• Cobham Link had an open day on 8th October 2014 and Weybridge Centre had an open day on 14th November 2014.
• A Carers Choir was launched as part of the Weybridge open day and Sam Beare Hospice had a stall at the Weybridge Centre open day. We are looking to work more closely with the hospice in the future.
• The Keeping Warm, Keeping Well information awareness raising events successfully took place at Centres.
• Denise Viney joined in 2014 as the Walton Centre Manager. The Wellbeing Centre at Walton was going from strength to strength and was very busy with a range of activities.
• Gerry Corr joined as the Thames Ditton Centre Manager / Centre Support Manager. Following the fire the Centre was completely redecorated.
• Confirmation was given from colleagues at Surrey County Council that PPP funding would be continuing for a further year.
• It was confirmed that the Friends, Family and Community Support Fund had awarded grants to the following organisations:
  ➢ All Saints Church, Western Green
  ➢ Counselling Partnership
  ➢ Elmbridge Community Link
  ➢ Molesey Centre Social Committee
  ➢ Arts Partnership
  ➢ Voluntary Action Elmbridge
• In terms of activity areas it was noted that we continued to support an ageing population with respect to our Meals on Wheels services.
• Community Alarm and Telecare services continue to be in very high demand.
• Disabled Go had surveyed new premises and added them to their website.
• The Head of Community Support Services is leading on the development of a volunteer summit which was due to take place at Dorking Halls on 18th November 2014.
• Advisory Body members noted that Community Support Services was showing full utilisation of its services and there wasn’t any significant decline in customers.

3.5 Member updates

Walton, Weybridge and Hersham CAB – Weybridge Advisory Service
• In addition to the CAB core grant Elmbridge provides an additional Weybridge Advisory Service grant, operating an information service at Weybridge Centre two days a week. The opportunity was taken to update members on the activities within this service:
  ➢ In the last two quarters 4,000 new residents have been supported across the CAB service as a whole.
  ➢ The Walton CAB service at Weybridge has helped 46 residents in the following areas:
    o 12 with housing benefit issues
    o 13 with health related issues
    o 5 were referred onto Health Watch
    o 7 with housing related enquiries
The age profile for enquiries were as follows:
   - 4 over the age of 90
   - 13 aged 80 to 89
   - 8 aged 70 to 79

The Bureau gained £55,000 in financial outcomes, equating to £1,200 per person.

- The CAB also delivers:
  - The Local Assistance Scheme with the largest age group in need being the 18 – late 30 year olds. Elmbridge has the second highest need in Surrey.
  - The North Surrey Domestic Abuse service. Elmbridge has the second highest number of domestic abuse incidents in Surrey.
  - A monthly outreach at Centres for the Community.

**Carers Support Elmbridge**

- The service supports carers of any age with a newsletter distributed four times a year.
- There are 1,700 carers in Elmbridge being supported by the scheme and 250+ parent carers, with over 600 home visits being undertaken in the last year.
- Benefit checks also include some visits as well as help with completing application forms such as for Attendance Allowance
- Five events are organised each year which are all fully funded by the service which also offers free respite and five support groups meet monthly and they are also holding separate training days
- Surrey County Council also provided an update on the Friends, Family and Community Support Programme:
  - The programme is seeking to engage the whole community, irrespective of age and seeks to maintain independence and wellbeing and aims to prevent the need of stator services / delaying the need for statutory services.

**Walsingham Care**

- Walsingham Care highlighted the service they offer, as a local charity providing financial assistance for older people, for example for housing adaptations (new carpets, etc.) respite, and some top up for nursing home fees.

4. **Key actions from the third Advisory Body meeting – 19th February 2015**

4.1 This meeting took place at Molesey Centre for the Community and a presentation was given by Chime Carlin, the Centre Assistant for Molesey Centre. Areas covered included:
   - Regular activities including an outline of the facilities at the Centre and highlighting outings closer to home and further afield
   - How the Centre links with national campaigns
   - Community Discount Card
   - Hot lunch and Meals on Wheels service provided from the Centre
   - The development of a new garden project
   - Current age range
   - Potential quick wins for the future in terms of further developments
The presentation ended with a video of Centre members showing the positive feedback about the new Centre. It was a really effective way of demonstrating the value of the Centre.

4.2 Friends, Family and Community Support and information on the Elmbridge Locality Team
The Elmbridge Adult Social Care Team gave an overview of their activities. The team is based at the Civic Centre and includes Senior Managers, qualified Social Workers, qualified Occupational Therapists, Assistant Practitioners, financial support and a Transition Team supporting young people aged between 16 and 23. The reablement team supports people being discharged from hospital and supports people to regain their skills at home. The ADL Smart Care Clinic at Cobham Centre for the Community is one of the busiest in Surrey in terms of assessing people for equipment with safeguarding issues having a dedicated officer.

The opportunity was taken to provide the Advisory Body with a Friends, Family and Community Support presentation, highlighting that the focus was on:
- Mission 90 - helping people to live longer and independently without going into residential care.
- Discharge to assess, providing brief assessments for people who are being discharged from hospital and an interim package of care at home prior to a full assessment.
- Development of a multi-agency team – Community Mental Health Team, primarily aimed at supporting people at risk.

A colleague from the Older Peoples Mental Health Team highlighted a case study of an elderly couple where the husband had developed dementia, the wife was the main carer and it was recognised the importance of linking with all the Community Services to best support the carer, which in Elmbridge would include Carers Support Elmbridge, our Relief Carers Scheme, the Alzheimer's Society and Crossroads.

4.3 Community Support Services nine month update
The following areas were highlighted in terms of activity focus:
- Continuing to expand the Community Cab Scheme.
- Have seen new customers across Meals on Wheels services. It was noted that 33 meals went out on Christmas Day this year, one of the busiest Christmas Days on record.
- Winter Warmth Packs have been distributed that were funded by Surrey Downs Clinical Commissioning Group.
- New Carers Choir continuing to promote the Choir, seeking the assistance of Advisory Body members in promoting more generally,
- The introduction of a new services directory.
- The Relief Carers Scheme about to commence their annual training programme, taking place over a nine week period, starting on 5th March at the Claygate Centre for the Community.
- It was also highlighted that there would be a focus on developing open days at both Hersham and Thames Ditton in the months ahead and looking at an associated activity programme.
The Thames Ditton Centre is looking forward to being able to use the additional space when the museum artefacts store is vacated. The room would be refurbished accordingly and we would be looking at the opportunity this presented in terms of activity development.

4.4 Member updates

Walsingham Care
Walsingham Care explained that the charity had come about as a result of selling a residential home, with the monies being invested into Walsingham Care to be able to fund equipment, white good and nursing home fees for older people in the Borough. Walsingham Care has now, as a pilot, ring fenced some money to fund local voluntary groups, mainly to support older people who are socially isolated.

Paragon Housing
Paragon Housing updated that the Elmbridge Housing Trust had consolidated with Richmond Churches to become Paragon Housing. There has been a recent review of support provided by Paragon staff to sheltered housing schemes which found that 45% of residents were actually accessing the support on offer. A new service has been introduced to focus on those who need the support with the opportunity for residents to opt in or out of receiving the service. Staff visit regularly and stay for approximately half a day. Paragon are looking to offer the use of lounges to the local community. There was some concern expressed in terms of the reduced level of support but it was recognised that it was hoped that there was a new way of delivering to best meet current and future needs.

5. In Summary

5.1 The Elmbridge Older Persons Advisory Body has met three times during the last year and has been a way of increasing knowledge of the range of services and organisations supporting older people in the Borough, focusing both on Community Support Services but also the services provided by local organisations. The Advisory Body has expanded in numbers during the last year. There was a wider range of representation which has resulted in more efficient dissemination of information.

During the last year there has been a focus on holding meetings in different venues. The July 2014 meeting was held in the Telecare Demonstrator Suite and the February 2015 meeting took place in the Molesey Centre for the Community. This has resulted in improved knowledge of the actual services provided across Community Support Services. It was recognised that during the year ahead the focus will be on how we best work in partnership to meet the current and future needs of an ageing population.

Financial Implications:
Within existing budget

Environmental/Sustainability Implications:
Considered by the Advisory Body where appropriate
Legal implications:
None for the purpose of this report.

Equality Implications:
Considered by the Advisory Body where appropriate.

Risk Implications:
None for the purpose of this report.

Community Safety Implications:
None for the purpose of this report.

Principal Consultees:
Strategic Director of Services.

Background papers:
None for the purpose of this report.

Enclosures/Appendices:
Appendix A – Named members of the Advisory Body / organisation they represent

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