

Section A – Summary Plan 2010/11 – 2012/13

Service : All CCRA	
CCRA Theme	Older and Vulnerable People's Well-Being and Personalisation
Dept. Aim & Owner	All older people have a choice of opportunities to access our services to support their personal well-being N Horsey
Departmental Objective:	<ol style="list-style-type: none"> 1. The CCRA service offer increasingly meets the needs of older people and carers 2. Better information is provided to older people and carers on the choice of opportunities to access CCRA services 3. The CCRA service offer increasingly meets the needs of vulnerable adults, disabled adults and adults with learning disabilities
Dept. Outcome	<p>Working in partnership to understand the needs of older people, their carers and vulnerable adults, we will design and deliver services, activities and events that are accessible and support well-being and provide information that is coordinated, relevant and easily available to achieve the following outcomes:</p> <ol style="list-style-type: none"> 1. More older people use CCRA services to support their personal well-being 2. Older people and carers gain more value from CCRA services 3. More people from the target groups use CCRA services to support their personal well-being 4. People from the target groups gain more value from CCRA services
Financial Implications	
refer to Budget	
<p>Adult Services is a key funding partner for a number of projects e.g. Activehearts. Adult Services has also made a significant contribution to the refurbishment of Basingstoke library where new facilities in the Discovery Centre will create opportunities for vulnerable adults to use services on offer. Adult Services support the Disabilities Programme Manager and the work to address Learning Disabilities transformation e.g. mapping exercise for CCRA. The legacy of the Action Research project, a pilot supported by Adult Services, was very successful and requires delivery in the most cost effective way. There are other projects dependant upon external funding streams e.g. Living Links</p>	
Partnerships	
refer to Budget	
CCRA services, Adult Services, Older People's Well-Being team, Chief Executive's Dept., Children's Services and the voluntary sector	
Resource Implications	
Refer to Workforce plan, IT, facilities, marketing, research etc,	
<p>The development of some areas of work such as reminiscence require staff resources to determine the future direction. Adult Services provide in kind support e.g. training in the use of Care Choice. CCRA also provides in kind support to partners e.g. identifying older people using our services to gather views in order to refresh the Older People's Well-Being Strategy. The voluntary sector, and volunteers directly recruited by</p>	

CCRA services, will be required to provide continued support to specific areas of work and also deliver well-being benefits for the individuals involved. NHS Hampshire is another key partner to support delivery of relevant outcomes in the area of increased physical activity.

Impact (equality, sustainability, community safety)

Reduction in inequality of access to services and information with staff better equipped (a) to respond to queries related not just to CCRA but HCC services especially adult social care in support of the well-being of older people and carers and (b) to welcome individuals and groups with special needs

Key risks

Capacity of the workforce to deliver results especially in the current economic climate which may result in vacancies remaining unfilled in order to achieve efficiency savings.

Section B – Performance and Milestone Plan 2010-11

Outcome	Performance indicator	Baseline
More older people use CCRA services to support their [personal] wellbeing	Participation rates of older people (derived from NIs 8 to 11) (Active People Survey – age 55+) Baselines for period April to October 2008 – pub Dec08. Next data pub Dec10	NI 8 NI 9 53.6% NI 10 58.6% NI 11 54.3%
Older people [and their carers] get more value from CCRA services	Satisfaction rates of older people (Hampshire Residents Survey, Place Survey)	
More people from these target groups use CCRA services to support their [personal] wellbeing	Number of participants in programmes and activities offered to people from the target groups (local participation indicators)	
People from these target groups get more value from CCRA services	Positive feedback from people in the target groups and their carers	
	All measures supported by case study evidence of impact	

Section C – Action Plan 2010 - 2013				
Ops Ref Number	Key activity	Service	Responsible officer	Status
1.	Develop web information to meet older people's needs	Archives	C Edwards	2010/11
2.	Use Living Links project to raise awareness among members of community heritage groups	Archives	C Edwards	2010/11
3.	Contribute targeted information promoted via HGS newsletters, HCC publications & press office	Archives	C Edwards	2010/11
4.	Extend offer to Silver Surfers to use ICT skills in volunteering projects	Archives	C Edwards	May 2010
5.	Develop volunteer workforce especially archives ambassadors	Archives	C Edwards	2010-12
6.	Investigate opportunities for work with adults with learning disabilities	Archives	C Edwards	2010-12
7.	Continue to contribute to Activehearts and reassess and develop offer in Hog the Limelight programme	Archives	C Edwards	2010-12

Ops Ref Number	Key activity	Service	Responsible officer	Status
1.	Arts centre programmes produced in partnership with organisations who work with older people and vulnerable adults	Arts	4 Centre Managers	Annually 10/11, 11/12 & 12/13
2.	Maintain literature development programme	Arts	A Hicken	Annually 10/11, 11/12 & 12/13
3.	Legacy of Action Research Pilot project to provide targeted programmes	Arts	N Fry/S Pugh	tbc
4.	RFOs provide targeted programmes for older people, carers and vulnerable groups	Arts	J Mein	Annually 10/11, 11/12 & 12/13
5.	Continue Activehearts in care homes	Arts	S Pugh	Annually 10/11, 11/12 & 12/13

Ops Ref Number	Key activity	Service	Responsible officer	Status
1. (project 11)	Support community associations to provide activities to meet the needs of older people and carers	Community	M Plumridge	tbc
2. (project 12)	Provide 2 singing events for older people and vulnerable groups	Community	M Plumridge	2010/11
3.	Incorporate trigger tool developed by Older People's Well-Being Team into standard training plan	Community	M Plumridge	2010/11
4.	Inform and up skill volunteers and governing	Community	M Plumridge	2010/11

	bodies			
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Ops Ref Number	Key activity	Service	Responsible officer	Status
1.	Adaption of access routes to be suitable for all; continue work replacing gates for stiles	Countryside	3 Area Rangers	Annually 10/11, 11/12 & 12/13
2.	Promote free entry to Water festival for older people/sheltered housing	Countryside	Gordon Gardner	July 2010
3.	Continue development of work with volunteers especially older people	Countryside	Nigel Bird	March 2012
4.	Support walking, cycling and other activities with benefits for health	Countryside	Marilyn Meeks	Annually 10/11, 11/12 & 12/13
5.	Improve information about access to countryside services	Countryside	A Kerr/K Monk/G Miller	2010-2012
6.	Provide bird feeders to residential homes as part of Hampshire Bird Festival	Countryside	A Davidson	Autumn 2010

Ops Ref Number	Key activity	Service	Responsible officer	Status
1.2.1	Increase the use of Care Choice	Library & Information Service	J Edyvean/ J Selby	Dec 2010
1.2.2	Introduce a Hantsdirect Local service, WVL & BAS	Library	J Edyvean/ H Bryant/ T Wills	Jan 2011
1.2.3	Complete Out of Town Plus pilot project	Library	J Edyvean / C Rowley	March 2011
1.3.1	Create model to supply resources for adults with learning disabilities	Library	J Edyvean / M Franklin	March 2011
1.3.2	Provide easy to read leaflets for CCRA services	Library	J Edyvean / M Franklin	Dec 2010
2.1.1	Install personal changing facility at Basingstoke Discovery Centre and promote use	Library	J Edyvean / T Wills	March 2011
2.1.2	Create plan for consistent model of delivery for Home Library Service	Library	J Edyvean / S Baker / S Kidd / T Wills	Jan 2011
2.13	Review library clubs to sustain their future	Library	J Edyvean/ S Baker/ N Coe	Oct 2010

Ops Ref Number	Key activity	Service	Responsible officer	Status
1.	Plan expansion of Reminiscence Service	Museums	S Wright	End 2010/2011
2.	Develop guerrilla museums project	Museums	S Lowy	One site per year until 2012/13
3.	Develop advocacy role of Friends groups and Museum ambassadors	Museums	S Lowy	2010/11
4.	Develop volunteer workforce	Museums	C Palmer	2010/11, 2011/12, 2012/13
5.	Develop Welcome Spaces in museums	Museums	S Lowy	2010/11, 2011/12
6.	Develop on and off site activities targeted for older people's groups	Museums	S Wright	2010/11
7.	Develop services to meet needs of adults with LD	Museums	S Wright	2010/11
8.	Continue contribution to Activehearts project	Museums	S Wright	2010/11, 2011/12, 2012/13

Ops Ref Number	Key activity	Service	Responsible officer	Status
1.	Establish a playing opportunity for adults and young people to play wheelchair basketball	Sport	P Hull	March 2011
2.	Establish a working group to examine how sport and physical activity can be increased for disabled adults	Sport	P Hull	June 2010
3.	Work with NHS Hants, Southampton, Portsmouth and Isle of Wight to implement the physical activity care pathway that will include the needs of vulnerable adults	Sport	C Malyon	March 2013
4.	Provide, in collaboration with partners, targeted physical activity opportunities for vulnerable adults, funded by the well-being fund	Sport	B Lockie	March 2011
5.	Work with adult services and NHS Hampshire on falls prevention initiatives	Sport	B Lockie	March 2011