

Safe & Healthy People Select Committee

Engaging with Older People

9 February 2010

Focus of the review:

This is a review focused on how Hampshire County Council and its partners engage with Older People.

Review key questions:

1. How are older people consulted by Hampshire County Council and its partners currently in regard to:
 - (i) age-related specialist public services planning and delivery?
 - (ii) all other mainstream public services planning and delivery?
2. What are the current mechanisms by which older people can make comment to Hampshire County Council / its partners regarding public services? How does this comment inform service delivery?
3. How are the outcomes of engagement fed back to older people in regard to:
 - (i) public services they have been consulted on?
 - (ii) public services they have commented on?
4. What influence, through engagement, do you think older people have on the planning and delivery of public services?

Summary of Evidence

The below provides key summaries and quotes taken from the evidence submitted by stakeholder to the review. All written evidence is available on request from the Scrutiny office. A full list of stakeholders contacted can be found on page 11.

1. **How are older people consulted by Hampshire County Council and its partners currently in regard to:**
 - (i) age-related specialist public services planning and delivery?**
 - (ii) all other mainstream public services planning and delivery?**

Eastleigh Southern Parishes Older People's Forum (ESPOPF)

ESPOPF ask what consultation actually is... 'We would expect "*consultation*" in this context to mean:

- discussion prior to the introduction of new services or changes, along the lines of Equality Impact Assessments (EIA's);
- requests for comments on emerging proposals;
- amendments incorporated ;
- copy of final document with reference to our contribution;
- thanks.

In reality, we have not experienced this.'

They go on to state:

'[W]e are overburdened with paper consultations, which demand extensive reading and responses... [i]t is rare that our response is acknowledged, much less recognised.'

The ESPOPF go on to state that they:

- have 'become involved with the Financial Abuse group of the Adult Safeguarding Committee';
- have sent 'representatives to the Hampshire Association of Older Person's Forums';
- will 'be members of the Hampshire Equality Forum'.
- 'have attended consultations organised by Community Action Hampshire... decisions on whether to attend these meetings depend on the venue, since travelling expenses are not reimbursed.'
- were 'very impressed with a recent consultation on the Government's Green Paper "Care in the Home", organised by Adult Services at The Castle.'
- spent a day with the Hampshire Police Authority, using 'latest technology to elicit opinions and sent a written report of the results.'
- have 'become members of the recently-formed Eastleigh Passenger Transport Forum.'
- attended a Hampshire County Council 'Transport Conference in Winchester on accessibility and submitted comments to the scrutiny cttee.'

Hampshire County Council – Adult Services

'Formal consultation provides one of the most effective methods of engaging with people in specific age ranges. In the past there have been a range of consultations in relation to older people within the department.'

'Additionally, a Joint Hampshire Commissioning Strategy for Older People's Mental Health for the period 2008 – 2013 was developed with wide engagement of carers for older people... the consultation involved visiting social groups, support groups, lunch clubs and other venues where older people met.'

'In implementing this strategy we established a Reference Group to link with the Project Board. Membership of the Reference Group is made up of representatives from the Alzheimer's Society , Age Concern, Community Action Hampshire, BME Elder, the Hampshire LINK, and Carer's Together.'

They support ongoing implementation and this involves receiving feedback from older people with whom they come into contact.'

'Service users were consulted during the [Supporting People] review, firstly through questionnaires... and then through follow up meetings. Supporting People local co-ordinators... attended coffee mornings to explain to the residents what was being covered in the review and to canvas their views on the support they received through their "scheme manager".'

'Additionally, through the Service User Reference Forum (SURF), Supporting People service users have set up the SUSE (Service User Seal of Excellence) which measures the quality of services against criteria which have been selected by service users themselves.'

'In the summer of 2009, service users, carers and the general public were involved in a series of consultation events about the future funding of adult social care. In Hampshire, we ensured that services users and the wider public were involved in assisting us to shape our response to the Green Paper. Events were held in Basingstoke, Winchester and Andover to alert people to "The Big Care Debate" and to gauge opinion on the critical issues contained within it.'

'[A new Care Choices] website was created following a number of engagement exercises with a range of service users who were able to comment on the way in which the website should look, and what content should be included.'

Hampshire County Council – Older People's Wellbeing Team

'In 2006 one of the first actions of the new team and the Joint Older People's Well-Being Steering Group was to hold a series of consultation events. These were with both older people and those working with and for older people to listen to older people in Hampshire to discover what they required in order to maintain their independence.'

Following further consultation with Older People, a 'framework of the Older People's Well-Being strategy' was ratified by Cabinet in March 2008.

'The Older People's Well-Being (OPWB) team is well positioned to work across all departments to provide two way communications and the connections and interactions between different departments. In this way the team is helping to ensure the messages from older people become mainstreamed as part of departments work programmes and is the "norm" and not an "add on".'

'[T]he OPWB team is leading on the establishment of a County Association of Local Older People's Forums. The OPWB team has been working for the last few months with the existing 9 local older people's forums to establish this Association. The proposed objectives of this new county Forum include the provision of older people representation on planning and departmental

groups/boards in Hampshire County Council... A part time development worker has been appointed for 18 months to support the older people to develop their County forum and the development of more local forums. This will assist with consultation at a local level between the district/borough councils and their older residents.'

'In December 2008 a consultation workshop was held as part of the Department for Work and Pensions national consultation to review its Ageing Society strategy. At this questions were asked around the design of public and private sector services for people in later life. The results of this consultation are being used to influence the on going work around LAA local indicator 139, the Universal Offer and Extracare Housing.'

Hampshire County Council – Regulatory Services

'Regulatory Services has a specialist team for older people (the POP team) that deals with regulatory issues that affect this group. As part of this project, we give over 100 talks per year to older people's groups and clubs. The feedback from these is used to inform and shape services, particularly within Trading Standards.'

'In addition, we undertake a formal consultation on our services from time to time, selecting stakeholders from all demographic and age profiles.'

Havant Borough Council

'In response to... [the Hampshire Older Person's Wellbeing] Strategy and following extensive local consultation we have formed the Havant Wellbeing for Older People Partnership which developed a local action plan... partnership meetings are well attended by representatives... in particular the local 50+ Forum.'

NHS Hampshire

Older people are consulted with specifically in relation to 'Older Person's Mental Health', through:

- Developing and agreeing the Joint Hampshire Commissioning Strategy for Older Person's Mental Health;
- Engaging in the implementation of the above strategy;
- Developing and Older Person's Mental Health Strategy for Andover (through stakeholder events).

'NHS Hampshire always ensures that all relevant stakeholders are included in formal consultation and on-going engagement activity ... [t]his allows older people to have a say in commissioning matters before and during decision making processes...'

'Often, representative groups are included rather than individuals so that a wider population can be reached... (such as Age Concern) can share the engagement opportunity in suitable ways for the audience.'

‘In order to ensure older people from the diverse communities across Hampshire also have their say, we have established links with a range of partners. NHS Hampshire has taken this approach because we recognise that to reach seldom heard communities it is more effective to work with trusted community links.’

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

‘The Trust is currently engaged in a formal public consultation on specific issues relating to transforming how we provide healthcare. A consultation document has been circulated and people in the locality have the opportunity to comment via our web site or by writing to the Trust.’

‘The Trust is represented at the Dorset Age Partnership Forums and attends the local Age Concern annual conference.’

2. What are the current mechanisms by which older people can make comment to Hampshire County Council / its partners regarding public services? How does this comment inform service delivery?

Eastleigh Southern Parishes Older People’s Forum

‘We are not aware of any effective current mechanisms. We imagine that councillors and officers are the people to contact, but they are remote from older people and, for the most part, inaccessible... We know that there are democratic procedures for speaking at meetings at The Castle, but have no evidence that the effort involved in attending is worth the trouble of getting there. Even where there is a local service eg rights of way, it is often impossible to get consistent replies to queries, much less action.’

Hampshire County Council – Adult Services

‘The Hampshire Model has within it 8 workstreams... two relating to service user involvement and carers. This demonstrates a clear commitment by the Department to ensure that users and carers have the opportunity to comment on and get involved with future service delivery.’

‘The Service User Involvement Steering Group has several service users and carers sitting on it. This group are involved in a range of issues including the implementation of the Service User and Carer Involvement Framework.’

‘Another group which ensures that service users and carers can comment is the Completing the Circle group. This is a user and carer group (and is chaired by a carer) which looks at the consultation processes within HCC to ensure that minimum standards in consultation are achieved.’

‘During the Commission a number of users and carers felt that they wished to be more fully involved in taking forward the key aims of the Commission.’

Resulting from this, a 'Personalisation 'Expert' Panel' was set up which 'would meet regularly to discuss the reform of Adult Social Care and allow a direct dialogue between service users, Users Led Organisations, and Officers of Hampshire County Council'.

'[A] yearly survey targeted at a range of service users who are randomly selected and asked various questions about services' is used by Adult Services. The outcomes of the survey are shared with the Service User & Carer Involvement Steering Group.' 'Additionally the Residents survey and the Place Survey provide the County Council with residents' views on the services it provides.'

Complaints to the department can be used 'as 'feedback'', and can be used to improve services. 'People can comment on services using the online leaflet or via the web pages.'

Hampshire County Council – Corporate Customer Services

'Older People can make comments to Hampshire County Council through the formal mechanisms of complaints, comments and suggestions via the website, by contacting Hantsdirect and through HCC Information Centres and Customer Access Points (CAP). These are fed through to the appropriate department.

There are specific CAPs that support older people. These are:-

- Basingstoke Shopmobility
- Age Concern Offices in Winchester and Havant
- 10 Age Concern Day Centres
- Alton Community Hospital (Rapid Response Unit)
- The Borrow Centre (also Age Concern)
- The Emsworth centre (Council of Community Service our newest CAP)
- 12 leaflet box sites in sheltered housing in Farnborough.'

'The local older people's forums, and by 2010 the County Association of Older People's Forum, also provide an important route through which comments to the County Council can be made. They can and do send in written concerns but more powerfully can request specific departments to attend their forums and answer questions and challenge them on specific actions or policies.' (Specific examples then given of times when engagement has informed service delivery, such as increased grants for gardening support services.)

Hampshire County Council – Regulatory Services

'In addition to the talks mentioned above, participation in County Council roadshows gives us feedback from residents. This input has led us to prioritising vulnerable groups, mainly older people, and we have significantly increased our resources for this type of work.'

Havant Borough Council

‘The county wide Older Persons Forums enable local representatives to have a voice at a county level.’

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

‘Older People... can make comments to the Trust by either writing to the Chief Executive, or contacting one of our Governors... we also hold patient focus groups to help us reconfigure services.’

‘People can also comment on our [consultation] proposals, or indeed make any suggestion for improvement through our PALS (Patient Advice and Liaison Service) office in the main receptions of both of our hospitals.’

3. How are the outcomes of engagement fed back to older people in regard to:

- (i) public services they have been consulted on?**
- (ii) public services they have commented on?**

Eastleigh Southern Parishes Older People’s Forum

As per response to Question 1.

Hampshire County Council – Adult Service

‘Residents were given written and verbal feedback at the end of the [Supporting People] review process, so that they were clear about any changes which were being proposed for their sheltered scheme.’

‘There is a clear procedure which outlines how to undertake consultations within the Department as well as guidelines for ensuring that the results of any consultation are publicised. Responses to consultations are listed on the public website.’

‘Within Adult Services, there is a commitment to respond to users, carers and members of the public in a timely way should they contact the department and raise queries. The Complaints and Customer Care procedure ensures that clear timescales are in place to ensure feedback and there is a onus on the team to ensure that people receive feedback in the way in which they find most appropriate to them. This might be in writing, but also visits from officers may also be made if this is more helpful.’

Hampshire County Council – Older People’s Well-Being

‘As part of each consultation carried out a clear feedback mechanism has been used. Everyone who participates is asked to provide permission under

the Data Protection Act 1998, [and] if they wish to receive feedback information by post or email'

Hampshire County Council – Regulatory Services

'Regulatory Services has regular input into Hampshire Now particularly the Older peoples edition. We respond directly to concerns, complaints and enquiries made by older people through Trading Standards and the ACSO service.'

Havant Borough Council

'A number of media is used to feed back to our older population which includes a local community radio station for older people, Angel Radio and an Older Persons Conference was held at a local college in October which was an opportunity for us to feed back directly to the target audience.'

NHS Hampshire

'All feedback received from consultations and engagement is recorded in the final forms of documents and fed into commissioning decision making processes.'

'Engagement and event outcomes are posted on relevant websites and articles are included in newsletters and on our website...'

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

'People that write to the Trust always receive an acknowledgement of their letter. This letter details how their contribution has assisted in helping us improve our services.'

'We often summaries [sic] the outcomes of focus groups on our website.'

4. What influence, through engagement, do you think older people have on the planning and delivery of public services?

Eastleigh Southern Parishes Older People's Forum

'We have no evidence that we have any influence, in spite of the numerous consultations we have been involved in. We had discussions with [a] HCC consultation officer, a few years ago about the need for reform of the consultation process.'

'We believe that proper use of Equality Impact Assessments, with their requirement for consultation, should be the way forward. Some authorities have elected Elders Councils, which deal with older people's services very effectively.'

Effective Older People's Champions are necessary to ensure the link between older people's organisations and councils and since one person could not be expected to carry this role across the whole county, consideration could be given to appointing HAT older people's champions.'

'Whatever measures HCC adopts for engagement, expected outcomes should be identified at the outset and monitored.'

'It is unreasonable to expect volunteer organisations to bear the cost of travel etc. in order to engage, yet claim forms are rarely issued unless requested.'

'We have little evidence that HCC has moved from its Adult Services role of providing for those in need of residential or social care to engaging with the 85% of older people, who are not in need of residential care, but who do need age-friendly services to assist them to continue to live independent lives as active citizens. '

'Given the continuing increase in the older population, it is crucial that engagement takes place between service users and service providers, so that needs are recognised and met...'

Hampshire County Council – Adult Services

'The consultations that have been conducted within the department specific to older people have clearly shaped our future provision of service [as outlined in the evidence submitted to the review], in particular the Hampshire Model of personalisation which is driving the future direction of the department. It has also been a major factor in shaping both Hampshire County Council's and the Hampshire Commission's responses to the Department of Health Green Paper consultation. It will continue to inform our responses to the emerging policies and legislation.'

'It is essential to ensure that all user groups have a voice in assisting us to plan and deliver public services in the future.'

'The Personalisation Expert Panel are clear in their aims that marginalised groups must be involved in service planning and ... that older people are equally represented in the planning and delivery of the work in Adult Services.'

Hampshire County Council – Older People's Well-Being

'There is a commitment to have older people representatives on the planning and working groups ... In this way there is direct and powerful older person influence on the delivery of public services.'

'This influence will increase as the role of the county association of older people's forums is developed over the coming year and older people are sitting on more of the Councils planning and implementation groups.'

Hampshire County Council – Regulatory Services

‘Older people have considerable input into shaping service provision. Regulatory Services is aligning its priorities to deal with the concerns of older and vulnerable people. This is as a direct result of the influence of these groups which has come about through the contacts mentioned above.’

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

‘All our patients including other [older? sic] people have a significant say on how we develop or reshape our services. This is particularly true of the people that come to our patient groups or become members of our Council of Governors.’

Stakeholders - Summary

Organisations which provided evidence	Type of response
Citizens Advice Bureau	Unrelated
Eastleigh Southern Parishes Older Peoples Forum	Detailed
Gosport Borough Council	Unrelated
Hampshire County Council – Adult Services	Detailed
Hampshire County Council – Corporate Customer Services	Detailed Q3
Hampshire County Council – OPWB	Detailed
Hampshire County Council – Regulatory Services	Detailed
Havant Borough Council	Minimal
NHS Hampshire	Detailed 1 st / 4 th Q
Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	Detailed

Organisations which did not provide evidence
Age Concern Hampshire
Basingstoke & Deane Borough Council
Basingstoke and North Hants. NHS Foundation Trust
Basingstoke over 55's forum
Basingstoke Voluntary Services
Blue Star
Brendon Care Club Hampshire
Carers Together
Chrysalis
Community Action Hampshire
Community First East Hampshire
Community First New Forest
Department of Work and Pensions
East Hampshire District Council
Eastleigh Borough Council
Fareham Borough Council
Fareham Community Action
First Bus Hampshire
Gosport Voluntary Action
Government Office of the South East
Hampshire Community Healthcare
Hampshire Constabulary
Hampshire County Council - CC&RA
Hampshire County Council - Environment
Hampshire Fire and Rescue Service
Hampshire LINK
Hampshire PCT
Hampshire Police Authority
Hampshire Probation

Hart District Council
Hart Voluntary Action
Haslar Immigration Removal Centre
Havant 50 plus Forum
Havant Council of Community Service
Help the Aged
HM Prison Winchester
New Forest District Council
Portsmouth Hospitals NHS Trust
Red Cross
ROCC
Romsey Stoic
Rushmoor Borough Council
Rushmoor Forum
Rushmoor Voluntary Services
Southampton City Council
Southampton University Hospitals NHS Trust
South West Trains
Stagecoach Hampshire
Test Valley Borough Council
Test Valley Community Services
Victim Support - Hants & Isle of Wight
Winchester and Eastleigh Healthcare Trust
Winchester Area Community Action
Winchester City Council
Winchester Forum
WRVS