



Executive : 15 October 2008

Task and Finish Review into the Co-ordination of Services for Older People

Report of Scrutiny Officer

(This matter is the responsibility of Councillor Alan Wedderkopp)

Executive Summary

This task and finish review has now been concluded. The final report has been submitted to the Overview and Scrutiny Board and was approved subject to some amendments, which have been made.

This cover sheet provides directions on how the Executive should deal with the task and finish report into affordable housing, particularly its 7 recommendations.

The final report of the task and finish review begins on the next page.

1. The Executive is asked to do the following:

- 1.1 Consider the report and its recommendations, and decide which, if any, of the recommendations it wishes to adopt.
- 1.2 If the Executive agrees to adopt any of the recommendations of the review, it should state who will be responsible for delivering each of the adopted recommendations. The Corporate Management Team (CMT) has had prior sight of the report and has identified a CMT member to take responsibility for each recommendation, if adopted.
- 1.3 If the Executive decides **not** to adopt any of the recommendations, it must specifically state why, as prescribed by the Local Government Act 2007.

2. Contact Details

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Overview and Scrutiny

Task and Finish Review

A Review into Co-ordination of Services for Older People in Taunton Deane

October 2008



**“Age is an issue of mind over matter. If you don't mind, it
doesn't matter”**

- Mark Twain

Taunton Deane Borough Council: Overview & Scrutiny

A Task and Finish Review into Co-ordination of Services for Older People in Taunton Deane

Introduction by Councillor Danny Wedderkopp
Chair of the Review



“I am in my 40's. In 20 years I will be in my 60's:

But will I be old?

That really depends on my health and quality of life and a lot more besides. What is certain is that we are all getting older.

Getting older is everybody's business.

You do not have to be old to be frail, and you are not automatically frail because you are old. But it is possible to be excluded because you can't access the services you require.

This review attempts to challenge the way that services for older people are co-ordinated. The aging population means that if we don't prepare our voluntary, community and statutory services for the diverse needs of older people, we won't be able to help people live their lives as best they can, as they get older.

Finally, I'd like to thank everyone who gave their time to help us carry out this review.”

Councillor Danny Wedderkopp

Chair

Co-ordination of Services for Older People Task and Finish Review

Acknowledgements

Colin Croad

Chairman, Taunton Deane Association for Neighbourhood Care

Alistair Croucher

Private Sector Housing Manager, Taunton Deane Borough Council

Libby Lisgo

Chief Executive, Age Concern Somerset

Jan Newton

Assistant Area Manager for Adult Social Care, Somerset County Council

June Norman

Funding Information Contact, Taunton Deane Council for Voluntary Service

Jon Sykes

Manager, Older People's Services in Taunton, NHS

David Whitehead

Housing Strategic Services Manager, Taunton Deane Borough Council

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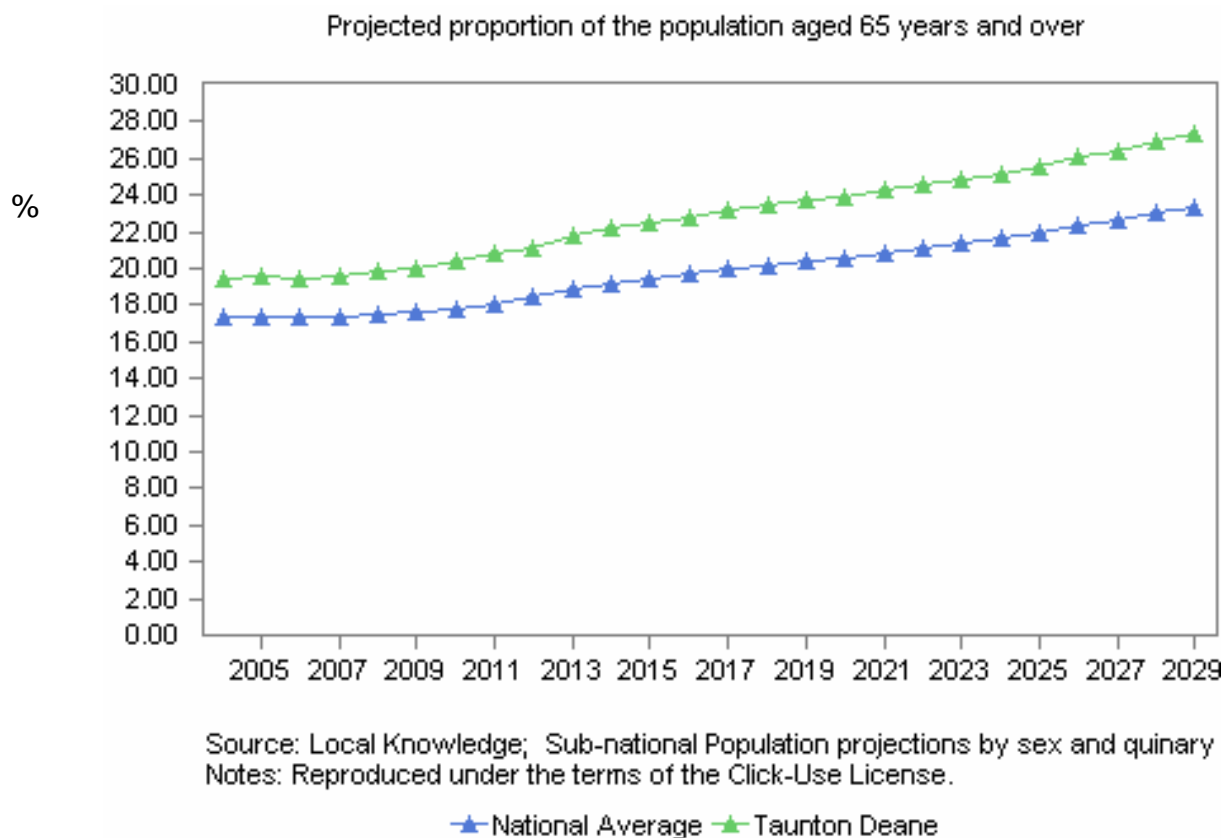
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Background to the Review

Over the next decade an increasing proportion of Taunton Deane residents will be retired or elderly. There will be increased need for services for those people. Currently there are many community, voluntary and statutory services available, however there appears to be little co-ordination between them and some people may 'fall through the net.' The graph below shows how Taunton Deane's older population is expected to grow over the next 20 years.

Projected population over 65 years of age between 2004 and 2029



Councillors felt that proper co-ordination between local authorities and voluntary / community services would save time and money, as well as provide services to those who need them – particularly people who might not know that a service is there, or are reluctant to take advantage of it.

Why do a Review on this Subject?

Members wanted to examine the current situation with regard to co-ordination of services for older people.

This review was begun in response to three drivers:

1. Demographic changes over the next decade will see an increasing proportion of Taunton Deane residents being retired or elderly. Consequently there will be an increased need for certain services for older people.
2. There are many voluntary and community sector (VCS) services available to older people, not including the statutory services provided by local authorities.
3. There is a view that if coordination and interagency co-operation is done well, the needs of the aging population can be met, target groups will know what services exist and can access them easily, and time and money will not be wasted on duplication of effort.

Demand for these services will increase as the older population increases. With the large number of different organisations providing services, coordination will become increasingly important, as will good publicity of which services are available.

This review will not investigate the quality of services. It will look for ways to improve coordination of services for older people so that take-up is maximized without duplicating services or overlooking gaps in provision.

Membership of the Review

Councillor Danny Wedderkopp (Chair)
Councillor Gloria Copley
Councillor Terry Hall
Councillor Sue Lees
Councillor Joanna Lewin-Harris
Councillor Elaine Waymouth

Terms of Reference

The review group agreed to broadly define older people for the purposes of this review, as anyone over the age of 65, or over 55 if economically inactive. However, the review group was conscious that this definition may change as evidence was gathered, so chose to use it merely as a starting point.

The review group also defined “co-ordination” as;

- Being best able to reach the target group whoever they are; and
- Effectively creating links between the target group and the organization providing the service.

The review group chose to focus purely on services for older people provided by the voluntary sector or Taunton Deane, but would speak to the wider statutory sector i.e. the County council.

The review group agreed that the reviews objectives should be ;

- To identify the current services for older people
- To understand the challenges that lay ahead for the providers of services for older people in Taunton Deane
- To investigate whether there was a problem with the co-ordination of services for older people and if so to recommend how those services could avoid duplication or gaps in provision.

Evidence Taken, Key Findings and Recommendations

Survey of Voluntary Groups

The review group carried out a survey of community and voluntary organisations that provide a service to older people. The survey was designed to find out what level of co-ordination and co-operation existed between community and voluntary groups, their level of involvement with older people, and what their future plans are.

The survey was a postal questionnaire sent to 18 local community and voluntary organizations in the Taunton Deane area. A list of those organizations, a copy of the survey and cover letter, and full list of responses, are included in appendices A to D at the end of this report.

Results

- Of the 18 surveys sent out, only 5 were returned. 5 more were returned as “not known at this address.” There were 8 non-responses.
- Types of services provided include emotional support, regular clubs, debt and consumer advice, respite work and day centres.
- Respondents tend to focus on older people in general, although the Clovermarle Stroke Club understandably focuses purely on support for victims of stroke.
- Client bases are small, limited by the capacity of volunteers and available space. However the Citizens Advice Bureau helps around 600 clients over the age of 65 each year.
- Funding is found from a combination of charitable donations and grant funding from local authorities and other government agencies. Funding remains a major challenge for most of the organizations who responded to the survey, as well as publicizing their services. Access and awareness were identified as gaps.
- Respondents generally felt that local authorities and the Local Strategic Partnership could help best with research, advice and, of course, funding.
- The increasingly elderly population was cited as the single greatest challenge over the next 10 years, followed by funding and availability of volunteers.

- Respondents tend to work with other organizations, and believe that an overarching strategy for older people's services would make their work easier. Greater co-operation would also help.

Findings

- The small number of returns is low. The large number of unknown addresses is also a worry. If the Council can't get in contact with these organizations using addresses believed to be accurate, how can older people – often with some kind of vulnerability – be expected to even know that the service exists, let alone make use of it?
- Funding remains an issue. However, there was a desire amongst respondents to grow and improve their services, and be part of a wider, more co-ordinated, more co-operative set of services for older people.

Recommendation 1

This task and finish report should be presented to the Taunton Deane Local Strategic Partnership to demonstrate the importance of considering the needs of older people in its work.

Recommendation 2

The Council recognizes the potential of the voluntary sector to add value to the services provided by the statutory sector, and will look at establishing better mechanisms for working with the voluntary sector and promoting and encouraging their work.

Age Concern

Libby Lisgo, the Chief Executive of Age Concern Somerset was invited to a meeting to talk about her work and how to improve co-ordination of services for older people. Libby works full time for Age Concern Somerset and has been the Chief Executive since 1994. She was a Taunton Deane Borough Councillor between 1994 and 2007.

In 1991 Age Concern Somerset became a charity and company limited by guarantee with trustees. It was also extended to include North Somerset. It is a voluntary service organisation which works alongside its statutory partners, but not trying to duplicate what social services aims to do. Its agenda is preventative: to prevent ill health and the need for care.

A breakdown in the funding of Age Concern Somerset revealed that its main funding during 2006-07 came through grants from Somerset County Council and North Somerset Council. Legacies provide significant income. Other income comes from fees charged for charitable services, commercial trading and donations. 53 staff are employed by Age Concern Somerset, many on part-time. There are 400 volunteers. A new database had been introduced which tracks service users across different areas. It is hoped that within a year information will be available from this system to give a better picture of what groups do and what support they need.

Services provided include: -

- Advocacy. Clients are supported to take action or action is taken on their behalf. Some issues are complex, such as mental health problems and sometimes families and clients have different objectives. Advocates play a vital role in the work of Age Concern.
- The toe-nail cutting service is provided to 2,500 to 3,500 people by 40 to 50 volunteers.
- The Safe and Secure System, which aims to improve home safety and security. Volunteers install key safes and carry out tasks to prevent falls, such as putting in light bulbs;
- Befriending is an important service. It helps prevent loneliness and depression. 2,500 to 3,000 visits take place each year and 100 volunteers were befrienders who visit older people for a cup of tea and a chat;
- Exercise classes such as "Ageing Well" have been set up which teach classes such as Tai Chi and Flexercise. The National Lottery has funded a project called "Fit as a Fiddle" which has been running in other parts of the county in church halls, community rooms, sheltered housing schemes and residential homes. These classes aim to promote active involvement rather than passive receipt of services;
- Other schemes are being introduced such as "Men in Sheds" to prevent isolation amongst men who tend not to attend clubs.

The review group discussed this information and agreed with the following suggestion:

- Libby Lisgo asked that District and County Councils liaise more closely so that Age Concern and other organizations are not forced to duplicate work in different formats. This is very time consuming. A Local Implementation Team (LIT) exists which brings together representatives from Adult Social Care and other Somerset County Council departments, the Primary Care Trust and Age Concern Somerset. No representative is provided by Taunton Deane Borough Council. It was agreed to recommend this to the Executive.

Recommendation 3

The Council will provide an officer representative to the Local Implementation Team.

Case Study: Neighbourhood Care

Colin Croad was invited to give a presentation on Taunton Deane Neighbourhood Care, of which he is the Chairman. Colin has also been a Councillor at Taunton Deane so was well placed to understand the difficulties of the community and voluntary sector, in a local authority context. Whilst a Councillor, he was asked to join Taunton Deane Association for Neighbourhood Care, because of his association with the Council and his knowledge of the Henry Smith Grant Foundation. He is now Chairman of this local charity, which provided gardening and decorating services for the elderly and infirm. A survey had been carried out and the following information showed where the demand lay for the service and how much it had grown: -

- 58% of their client base are single females, 34% are single males and 8% are couples. Over 50% are aged between 80 and 90 years of age;
- A large percentage of the clients had stayed in the same home for over thirty years and 60% of those sampled were private owners or tenants. However, private owners were not always affluent, but did not want to move from their larger homes even when circumstances had changed;
- 58% of those sampled had an income of under £7,500 and a survey of private gardeners in the area showed they charged between £14 and £18 per hour, whereas Neighbourhood Care charged £7.00 per hour; and
- The number of garden maintenance clients had risen from 245 in 2003/2004 to almost 600 in 2007/2008. Examples were given which showed how valued this service was.

The review group discussed this information and made several findings:

- Taunton Deane has a higher than average older population and it is predicted that 40% of the population would be aged over 60 by 2020.
- Commitment is required at a high level from local agencies to ensure a “joined up” approach to services for older people. Information needs to be exchanged and the customer’s needs should be examined. This is a broad issue but vital, especially as the older population was growing so quickly;
- The provision of services is highly dispersed, partly provided by County Council, partly by District Council and partly by voluntary organisations, but there is no overarching policy;
- There was often no dialogue between voluntary organizations and the Police, although liaison groups did exist;
- It was considered that priority areas should possibly be considered rather than ad-hoc grants being made;
- There is a need for organisations to pull together. For example, a laundry service was withdrawn that had been useful to vulnerable elderly who were unable to carry out their own washing; and
- The CVS encourages groups to work together and this is becoming more common. However, it is sometimes difficult to achieve as most groups were passionate about the work they did.

The review group agreed that this service was particularly valuable not just because it provided a valuable service to older people, but also because it had a role to play in tackling crime and anti-social behaviour. Members appreciated that this service helped older people to remain in their homes for longer, and that even though the older person might be under-occupying the property, they retained the right to be there and that the council should focus on incentives if it wished to free up family dwellings for large households who needed social housing.

Recommendation 4

The Council should ensure that Taunton Deane Neighbourhood Care continues to be appropriately and sufficiently funded to provide its service to all who need it, particularly those who cannot use the service without financial assistance.

Recommendation 5

The Council should continue to respect the rights of elderly tenants to remain in their homes, even if they are under-occupying. Incentives should be used when attempting to persuade elderly tenants to downsize or move into sheltered housing.

Older Services Care – the National Health Service

Jon Sykes was invited to speak to the group. He has worked in the NHS in the area of psychiatric nursing for over 25 years. First, he explained that working with the definition of older people as those over 55 would involve a wide range of people with a wide range of needs that varied over time. Jon specifically works with the over 65 age group.

Jon provided some figures which illustrated the mental health problems faced by many older people (over 65). He also informed the Group how services had changed and the issues that might arise in the future:-

- One in four older people had symptoms of depression, but only one third of those would discuss this with their doctor. Of that third only half would be diagnosed and the majority of those treated were given anti-depressants rather than talking therapy.
- Older people had one of the highest rates of suicide.
- 40% of older people who visited their doctors have dementia, 50% of those in hospital and 50% of those in care homes also have this condition. This illustrates the seriousness of the illness, yet there is still a high level of discrimination regarding mental illness in society.
- According to the Audit Commission, the annual cost to the country of dementia is £14.3billion. This is more than the cost of cancer, stroke and heart disease **combined**.
- 70,000 older people in the UK have active symptoms of schizophrenia.
- The highest rate of alcoholism occurs between the ages of 55 and 74.
- The role of the traditional carer has changed for various reasons. Older daughters now worked, families were more dispersed and women were having children later.
- Mental health care has changed from the days when a Community Psychiatric Nurse would visit and often admit people to hospitals such as Tone Vale where there were long stay wards. Older people often did not leave. In 1995 Tone Vale closed and units were opened in the community.
- Although community teams expanded in areas such as occupational therapy and social work, services are not always co-ordinated. Anomalies do occur, such as

bus passes are free, but community transport is not and day centres are not easily accessible to those with dementia.

The review group discussed this information and made several findings:

- It would be useful for older people to be able to visit a centre where they can be met and greeted and given information regarding access to services such as laundry services, incontinence services and recycling;
- People are being encouraged to remain at home but many had no access to services, such as shopping or social activities. Often older people were afraid to access services for fear of being put into residential care. The possibility of designing a leaflet was discussed which would give information on where to access a range of services;
- Somerset Direct is a useful organisation, but it needs to be accessible and staff needed training regularly to be kept up to date with information;
- Older people, particularly those with mental health issues, need to be safe if they were to remain at home. Age Concern and the Police fit key safes and the Fire Service does fire checks, installs fire alarms and often refers other agencies for issues noted during their visit;
- The Handyman Service carries out minor repair jobs for the elderly and vulnerable with the aim of reducing accidents in the home and to help with security to remove the fear of crime. Home Aid is the local home improvement agency whose main aim is to enable the elderly and vulnerable to remain in their homes, avoiding the need for relocation and more expensive forms of care. It acts as an agent between the client and reputable contractors and filled a gap which existed within existing organisations;

The possibility of having a Members Champion was discussed, where a Member would specifically represent older people's interests in the Council. It was also clear to Members that the term "older people" covers an extremely diverse group of people and that the Council and its partners need to be aware of the danger of discrimination, alienation and inequalities when developing their services.

The review group made two recommendations after their discussions with Jon Sykes.

Recommendation 6

The Council should support a Member Champion who will promote and represent the needs of older people, particularly those who are 'hard to reach'. This person must be someone who not only understands the issues relating to older people, but can also intelligently and effectively challenge projects, initiatives and day-to-day operations of the council.

Recommendation 7

The review group wishes to re-iterate the importance of equalities impact assessments that take account of the needs of older people, and to provide training to officers and Councillors on older people's equalities issues, where appropriate.

County Council Services

Jan Newton, the Assistant Area Manager for Adult Social Care at Somerset County Council, was invited to give her views on how services could be more co-ordinated.

Her role, along with the Manager for Coast and West Somerset Area, is to manage the operational service for these areas. This work involves co-ordinating social workers, home care provision, residential homes and day care.

The service provides care for adults over 18 who suffer with physical disabilities or sensory loss and for those over 65 who are frail and have support or personal care needs.

The service is used by those who cannot manage, perhaps because they have no family member to care for them. Social workers and occupational therapists assess their needs. The Government has issued the "Fair Access to Care Services" which aims to prioritise those with the greatest need.

Those with finances over £22,500 are self funded. This threshold figure, set by the Government, increases annually with inflation.

The Financial Assessments and Benefits (FAB) Team make visits to ensure charges are made fairly. For those on benefits, for example attendance allowance, such benefits are used to pay for home care. If a client has a significant change in circumstances, such as going into a nursing home, they will be reassessed. Each local authority sets their own rate which can be confusing for those moving to other areas.

Somerset Direct is the first point of contact for clients. They carry out telephone assessments then refer the client on to the Social Work Team. Everyone is entitled to an assessment.

It is hoped to blend the work of the Adult Social Care Worker and the Occupational Therapist more in the future. Sufficient training is needed in order to provide an appropriate level of care. There are difficulties with insurance.

The Single Assessment Process (SAP) was introduced to make assessment and subsequent care planning more effective and coordinated.

Care is holistic and records are kept by the individual. More effective technology is being examined so email can be used securely by service providers.

Other services available include the following:-

- The Rapid Response Home Care Team, which provides care for two weeks free of charge for those discharged from hospital;

- An out-of-hours service is available from 10pm to attend planned and emergency calls, when a carer is not available. This service has no time limit, as long as the cost does not outweigh nursing care. Key safes are often used to access properties;
- Carers are entitled to six weeks support free of charge for 2 to 3 nights a week. Carer support workers are allied to each doctor's surgery;
- Telecare equipment is available. Sensors are installed in the home so that an alert can be sent to a monitoring centre or a nominated carer. This enables carers to take a break and helps dementia sufferers to stay safely in their own home. Mock apparatus has been set up in a house in Taunton which demonstrates the service.

The Home Aid Partnership works with Somerset County Council and other agencies from various districts and a service plan is being created to identify areas which are done well and those where gaps existed.

The review group agreed that with funding so low, lateral thinking was important to carry out services effectively to avoid duplication and provide best value.

The County Council has also created the "Somerset Gateway", a one stop shop for all members of the community. It contains a searchable database of community groups that can be searched online, via the telephone, in person or by post.

Conclusion

This review has made 7 recommendations. We hope that each recommendation can go some way to help the services, groups and organizations that exist in Taunton for the benefit of older people, to prepare for the future.

We know that cost is an issue for everyone, so we have tried to make recommendations that do not require any significant increase in funding. Where we have suggested increasing financial support, it is because we genuinely believe it should be done.

As with any review of this kind, the information contained in this report is at least as important as the recommendations we have made. We hope that in total, these 26 pages are helpful for anyone who works to support our aging population; or at the very least, as food for thought.

Chair of the Review

Councillor Danny Wedderkopp

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Scrutiny Officer

Alastair Higton

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Contact Address and Telephone

Scrutiny Task and Finish Reviews

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Appendix A – Contact List for Voluntary and Community Sector Survey

Citizen's Advice Bureau
Carers Taunton and Somerset
REMAP
Salvation Army
Chestnut Tree Club
Alzheimers Society
Blackdown Support Group
RELATE
Taunton Deane Community Transport
Stroke Association, SW Region
Taunton Womens Aid
Taunton Deane Neighbourhood Care
Taunton & District over 55's
Moorvale Credit Union
The Samaritans
Community Service Volunteers
Taunton Rotary Club
Wellington LETS

Appendix B - Survey Questions

1. What is your organisation's name?
2. What types of work or services do you provide for older people (around 55 years of age and older)?
3. Is there a specific section of the older population that you focus on (certain illnesses or disabilities, for instance)?
4. How many older people do you help each year?
5. How do you fund the work you do for older people?
6. In your work with older people, what challenges does your organisation regularly face?
7. What gaps in services to older people do you think need to be filled?
8. What are your future plans for your organisation with respect to older people?
9. How could Taunton Deane Borough Council or the County Council help?
10. How could Local Strategic Partnerships help?
11. How closely do you work with other voluntary or community groups?
Very
Quite
Occasionally
Rarely
Never
12. How could your work could be made easier by:
 - a. Greater co-operation with other stakeholders?
 - b. An overarching strategic or co-ordinating strategy?
13. Over the next 10 years, what will be the biggest challenges facing organisations that provide services to older people?
14. What would the 'ideal' situation be for your organisation in 10 years time?
15. This survey is designed to find out what is being done for older people in the Taunton Deane area. If there are any other comments you would like to make, please tell us in the space below.

Appendix C - Cover Letter for the Survey

Alastair Higton

Overview and Scrutiny

The Deane House, Belvedere Road, Taunton TA1 1HE
Tel 01823 356397

email: a.higton@tauntondeane.gov.uk

Our Ref:

Your Ref:

6th March 2008

<<name>>

<<address>>

Dear <<name>>

Survey of voluntary and community sector organisations that provide services for older people

Some of our Councillors have begun a review into co-ordination and co-operation between voluntary and community organisations that provide services for older people in Taunton Deane.

As you are no doubt aware, the population of Taunton Deane is aging and the proportion of older people will continue to increase. Our Councillors would like to find out what Taunton Deane Borough Council can do to prepare for the demographic changes that will take place in the future.

In order to get a better idea of the current situation in Taunton Deane, we are carrying out a short survey of organisations with a focus on supporting and engaging with older people.

We hope that you can take a short time to complete the survey and return it in the enclosed pre-paid envelope.

I would be grateful if you could return the survey to us before the 31st March.

Yours <<appellation>>

Scrutiny Officer

Appendix D - Full List of Survey Responses

Q1	What is your organisation's name	100.0%
	The Salvation Army, South Street, Taunton - 01823 274780	
	Samaritans of Taunton and Somerset	
	Relate Somerset.	
	Taunton CAB, 44 Station Road, Taunton TA1 1NS - Liz Fothergill (01823 448958) e:liz.fothergill@tauntoncab.org.uk	
	The Clovermarle Stroke Club.	
Q2	What types of work or services do you provide for older people (around 55 years of age and older)?	100.0%
	CAMEO club once a month. Third Wednesday afternoon 2.30 - 4.00.	
	Emotional support	
	Whilst we don't deliver services specifically for older people all our services are available to this age group and indeed are accessed by them. We keep demographic data that helps us ensure we are meeting the needs of all age cohorts.	
	Advice information and support on all issues including benefits, debt, consumer, housing and employment.	
	We provide on a Tuesday, a 'day centre' where Stroke Victims can attend giving them a day out, giving their carers a day off. We provide therapeutical support, diversions, entertainments, trips out. We provide Transport to/from our location and lunch. We accept only Stroke Victims and our membership is dominantly (but not exclusively) over 60's.	
Q3	Is there a specific section of the older population that you focus on (certain illnesses or disabilities, for instance)?	100.0%
	No	
	All	
	See above - general welfare and mental health/sexual health.	
	Not specifically but see above.	
	We focus on stroke victims.	

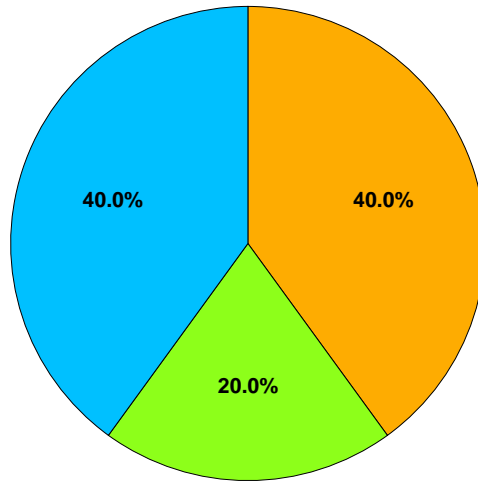
Q4	How many older people do you help each year?	80.0%
	Unable to say - new venture.	
	Not recorded.	
	Over 50 years are approximately 33% of our work. Over 65 years are approximately 10% of our work.	
	We see around 6,000 clients per annum.	
	Membership running at about 25. This is limited by space available and the capacity of our volunteers.	
Q5	How do you fund the work you do for older people?	100.0%
	Salvation Army funds and donation from those attending.	
	Charitable donation.	
	Grants, voluntary income and charity for services where appropriate.	
	Through grants from:- TDBC, SCC, Legal Services Commission, PCT, Wessex Water, Somerset NHS Partnership.	
	All helpers are volunteers. TDBC assists by paying the bulk of our room cost (rent), other operating expenses are funded by Members and by donations.	

Q6	In your work with older people, what challenges does your organisation regularly face?	100.0%
	None at present.	
	Publicising our service to those in need. Funding.	
	Generally Relate Somerset is well geared to working with older people, over the years challenges have largely been mitigated but inevitably funding issues can be a problem.	
	Competition from the FAB team. Some older people have no idea of their rights to benefit so awareness raising is vital. We struggle to meet the demand of phone enquiries which means some people lose out.	
	The challenge does not relate in the main to an 'older people' requirement but to a stroke victim requirement involving various levels of disability.	
Q7	What gaps in services to older people do you think need to be filled?	100.0%
	Don't know yet - just started work in this area.	
	Loneliness.	
	Issues around access probably remain a problem - so services that can address this would be good.	
	These could social isolation, transport, access to information IT Access, mobility, rural deprivation/isolated etc, etc. These are all outside our compass but clearly have a direct impact on the group's ability to access our services.	
	Awareness of benefits and their rights. Easy access by phone to good referral systems.	
	This is what you are paid to ascertain.	

- Q8 What are your future plans for your organisation with respect to older people?** 100.0%
- Once our Community Hall is built 08/09, lunch club, advice centre, CAMEO, whatever the need is in our area.
- To reach more.
- We are planning to introduce an email counselling and telephone counselling service to meet some of the above issues. Our marketing and promotional information is in the process of being redesigned (larger font size fonts size) which will also help.
- Better phone access if we can fund it and resource it. Somerset Advice agencies (CAB, West Somerset Advice Bureau) are applying to the lottery to fund a better countywide referral and advice hub which would benefit older people. This bid supports the network and infrastructure not the "hardware".
- Our organisation aspires to nurture a continuance of volunteers and a financial buffer to assist future members and volunteers in the instance of funding difficulties.
- Q9 How could Taunton Deane Borough Council or the County Council help?** 100.0%
- Yes - perhaps a donation to the cost of new building also information of what is needed in the South Street area.
- Publicity. Grant.
- Funding support. Forum. Background research.
- They are supporting our bid to the lottery. Could fund a countywide CAB phone service.
1. By sustaining the financial support in the way of room rental. 2. By encouraging the NHS to provide a greater level of support to Stroke Victims including via organisations such as ourselves.
- Q10 How could Local Strategic Partnerships help?** 80.0%
- As question 9.
- As above
- As questions 8 and 9.
- I don't know what this picturesque term means!

Q11 How closely do you work with other voluntary or community groups

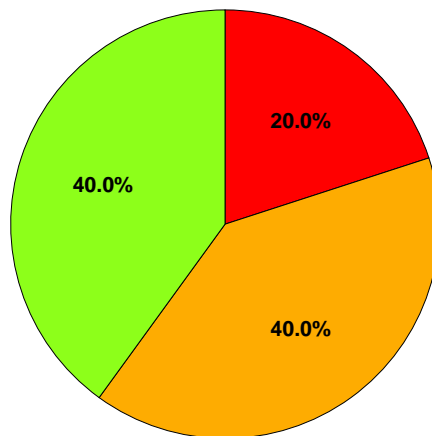
2	40.0%	<i>Very</i>
1	20.0%	<i>Quite</i>
2	40.0%	<i>Occasionally</i>
	0.0%	<i>Rarely</i>
	0.0%	<i>Never</i>



■ No reply	■ Quite	■ Rarely
■ Very	■ Occasionally	■ Never

Q12 How could your work be made easier by:

2	40.0%	<i>Greater co-operation with other stakeholders?</i>
2	40.0%	<i>An overarching strategic or co-ordinating strategy?</i>



■ No reply
■ Greater co-operation with other stakeholders?
■ An overarching strategic or co-ordinating strategy?

- Q13 Over the next 10 years, what will be the biggest challenges facing organisations that provide services to older people?** 80.0%
- Not been here personally long enough to comment.
- Increasing elderly population. Higher demand on our service coupled with fewer volunteers.
- Increasing ageing population, increasing demands from this cohort.
- Funding. Volunteer resources.
- Q14 What would the 'ideal' situation be for your organisation in 10 years time?** 80.0%
- Community Centre up and running support there is 55+ age range and the community in general.
- More volunteers, funding. Everyone in need of emotional support to be aware of Samaritans 24/7 service.
- Be able to meet demand and meet needs.
- I believe CAB should be located as part of a "One Stop Shop" in a central town location with, for example, Age Concern, Shelter, Credit Union. There should be an efficient local county telephone number for advice with a referral system.
- Q15 This survey is designed to find out what is being done for older people in the Taunton Deane area. If there are any other comments you would like to make, please tell us in the space below.** 20.0%
- Our building needs to be used - I don't want to start something that is already being done nearby. I need to know what's needed and we will try and fill the gap.
- Q16 If you would like a copy of the final report of this review, please tick the box below**
- 4 80.0% Yes
- Q17 Also if you are happy to be contacted by us again on this subject, please tick the box below.**
- 4 80.0% Yes

Appendix E - Full List of Recommendations

Recommendation 1

This task and finish report should be presented to the Taunton Deane Local Strategic Partnership to demonstrate the importance of considering the needs of older people in its work.

Recommendation 2

The Council recognizes the potential of the voluntary sector to add value to the services provided by the statutory sector, and will look at establishing better mechanisms for working with the voluntary sector and promoting and encouraging their work.

Recommendation 3

The Council will provide an officer representative to the Local Implementation Team.

Recommendation 4

The Council should ensure that Taunton Deane Neighbourhood Care continues to be appropriately and sufficiently funded to provide its service to all who need it, particularly those who cannot use the service without financial assistance.

Recommendation 5

The Council should continue to respect the rights of elderly tenants to remain in their homes, even if they are under-occupying. Incentives should be used when attempting to persuade elderly tenants to downsize or move into sheltered housing.

Recommendation 6

The Council should support a Member Champion who will promote and represent the needs of older people, particularly those who are 'hard to reach'. This person must be someone who not only understands the issues relating to older people, but can also intelligently and effectively challenge projects, initiatives and day-to-day operations of the council.

Recommendation 7

The review group wishes to re-iterate the importance of equalities impact assessments that take account of the needs of older people, and to provide training to officers and Councillors on older people's equalities issues, where appropriate.