

Recommendation	Denbighshire's response
<p><b>Recommendation 1</b> Improve governance, accountability and corporate leadership on older people's issues through:</p> <ul style="list-style-type: none"> <li>• the appointment of a senior lead officer who is accountable for coordinating and leading the council's work on older people's services;</li>   <li>• realigning the work of the older people's strategy coordinators to support development and delivery of plans for services that contribute to the independence of older people;</li>   <li>• the appointment of a member champion for older people's services; and</li>   <li>• regularly disseminating and updating information on these appointments to all staff and stakeholders.</li> </ul>	<p>We will ensure that older people's issues are mainstreamed across all Directorates. The Supporting Independence in Denbighshire strategy will be adopted corporately (SLT decision). In addition, the implementation of the Ageing Well Plan is a corporate responsibility. It links to the Council's endorsement of the Dublin Declaration. Leading and managing the Council's work on older people services is the responsibility of an existing officer, the Head of Service for Community Support Services. Various roles such as managing operational services and implementation of the Council's Ageing Well Plan are delegated to appropriate Principal and Service Managers.</p> <p>The role of the Older People Strategy Coordinator will be reviewed to take account of this recommendation. Our existing Co-ordinator left for another post in March 2016 and we are currently exploring the possibility of a joint arrangements with another local authority.</p> <p>Cllr Bobby Feeley, also Cabinet Lead member for Social Care, Adult and Children's Services is our member champion for older people.</p> <p>Staff in Community Support services are regularly updated on key developments in various communication events. We have a multi-agency Older People Reference Group which is responsible for implementing the Ageing Well Plan and key developments regarding older people are always shared with this group.</p>
<p><b>Recommendation 2</b> Improve strategic planning and better coordinate activity for services to older people by:</p> <ul style="list-style-type: none"> <li>• ensuring comprehensive action plans are in place that cover the</li> </ul>	<p>These are being developed via :</p> <ul style="list-style-type: none"> <li>• The implementation of our Ageing Well Plan ( key actions identified under each of the five elements)</li> </ul>

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<p>work of all relevant council departments and the work of external stakeholders outside of health and social care; and</p> <ul style="list-style-type: none"> <li>engaging with residents and partners in the development of plans, and in developing and agreeing priorities.</li> </ul>	<ul style="list-style-type: none"> <li>The implementation of DCC Supporting Independence in Denbighshire Strategy</li> <li>The implementation of DCC's Well-Being Plan and Corporate Plan</li> </ul> <p>Corporately, regular resident service are undertaken, which enable us to identify amongst other things key issues, identified by older people in Denbighshire.</p> <p>In addition the Community Support Service undertakes surveys regarding people who have been referred to their services. With regard to engagement with partners, the Older Peoples Reference Group (refer to above) ensures that there is a joint approach to agreeing priorities and implementing key initiatives.</p> <p>In accordance with the requirements of the Social Service and Well-being Act we have developed new initiatives for engaging with residents in a way that enables them to receive support from within their own communities. For example Talking Points have been established in various communities in order to strengthen engagement with older people and others within their own community.</p>
<p><b>Recommendation 3</b></p> <p>Improve engagement with, and dissemination of, information to older people by ensuring advice and information services are appropriately configured and meet the needs of the recipients.</p>	<p>Denbighshire has had a lead role in developing a Single Point of Access service in partnership with BCUHB and the Third Sector.</p> <p>This service has greatly strengthened our processes for providing information to older people and their carers. When sources of support within communities are identified they are recorded on the DEWIS system and this ensures that we have up to date information for each community.</p> <p>The Talking Points initiative is also a vitally important in engaging with community members and disseminating information to older people.</p>
<p><b>Recommendation 4</b></p> <p>Ensure effective management of performance for the range of services that support older people to live independently by:</p> <ul style="list-style-type: none"> <li>setting appropriate measures to enable members, officers and the public to judge progress in delivering actions for all council services;</li> </ul>	<p>Denbighshire's Ageing Well Plan identifies a range of actions which should strengthen the independence of older people. The actions are categorised under each of the 5 elements of the plan, which are.</p> <ul style="list-style-type: none"> <li>Age Friendly Communities</li> <li>Dementia friendly communities</li> <li>Falls prevention</li> </ul>

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<ul style="list-style-type: none"> <li>• ensuring performance information covers the work of all relevant agencies and especially those outside of health and social services; and</li> <li>• establishing measures to judge inputs, outputs and impact to be able to understand the effect of budget cuts and support oversight and scrutiny.</li> </ul>	<ul style="list-style-type: none"> <li>• Isolation and loneliness</li> <li>• Activity training and Employment opportunities</li> </ul> <p>A range of performance measures have been developed which will enable us, with our partners, to monitor progress in achieving the identified actions. The Older Peoples Reference Group has the responsibility for coordinating this work and this includes the lead member for Adult and Children's services and she is also the champion for Older People.</p> <p>The County Council has established appropriate processes for assessing the impact of necessary budgetary reductions, however further work is needed on identifying the impact of any cuts in services on Older People.</p> <p>In relation to community support services, mainstream services for older people have largely been protected and all the grants that we provide to Third Sector organisations have been protected in the current year and for the next year. A great deal of this funding is used to support the independence of older people and in fact we have been able to identify additional funding to support a community group for Older People in one of our rural communities (Y Waen).</p> <p>The Welsh Government requires the Local Authority to submit details of our performance in relation to a number of performance indicators for Older People, for example numbers supported within their communities and numbers admitted into residential care.</p>
<p><b>Recommendation 5</b></p> <p>Ensure compliance with the Public Sector Equality Duty when undertaking equality impact assessments by:</p> <ul style="list-style-type: none"> <li>• setting out how changes to services or cuts in budgets will affect groups with protected characteristics;</li> <li>• quantifying the potential impact and the mitigation actions that will be delivered to reduce the potentially negative effect on groups with protected characteristics;</li> </ul>	<p>We are compliant with the Equality Duty but there is a need for EIA's to be an integral part of the budget workshops with elected members. For example, there is a need to consider what the impact of any cuts would be on the supporting independence agenda in relation to older people. There is a need to expand EIA's to look specifically at older people and the independence of older people.</p> <p>Equality impact assessments are carried out as a matter of course for any changes at service level.</p>

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<ul style="list-style-type: none"> <li>• indicating the potential numbers who would be affected by the proposed changes or new policy by identifying the impact on those with protected characteristics; and</li> <li>• ensuring supporting activity such as surveys, focus groups and information campaigns includes sufficient information to enable service users to clearly understand the impact of proposed changes on them.</li> </ul>	<p>An understanding and identification of what will be changed and the potential impact on groups with protected characteristics is developed through a risk assessment. Risk assessments form part of an EIA for any changes to service delivery.</p> <p>These are identified through Equality Impact Assessments The work produced by the Commissioner for Older People in Wales has been widely distributed. A recent example of this is the work being carried out for the in-house provider services review. Options are clearly identified and consultation events are held in the day time and evenings to ensure maximum numbers are able to attend</p> <p>Link to the EHRC PSED page – <a href="http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty">http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty</a></p> <p>From Denbighshire's web site <a href="http://www.eiapractice.wales.nhs.uk/undertaking-an-eia">http://www.eiapractice.wales.nhs.uk/undertaking-an-eia</a></p>
<p><b>Recommendation 6</b> Improve the management and impact of the Intermediate Care Fund by:</p> <ul style="list-style-type: none"> <li>• setting a performance baseline at the start of projects to be able to judge the impact of these overtime;</li> <li>• agreeing the format and coverage of monitoring reports to</li> </ul>	<p>We will take account of these recommendations in developing projects supported by this fund. We will also take account of a major evaluation of ICF projects in North Wales which was undertaken by Cordis Bright last year. We have examples of projects in Denbighshire which have been developed on a partnership basis such as Community Navigator by which funding was transferred to Denbighshire Voluntary Services Council to manage a project aimed at enhancing the range of</p>

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<p>enable funded projects to be evaluated on a like-for-like basis against the criteria for the fund, to judge which are having the greatest positive impact and how many schemes have been mainstreamed into core funding; and</p> <ul style="list-style-type: none"> <li>• improving engagement with the full range of partners to ensure as wide a range of partners are encouraged to participate in future initiatives and programmes.</li> </ul>	<p>support available to older people and others in the community. We also presented a comprehensive report on the use of the ICF fund in Denbighshire to the Third Sector Liaison Group.</p>