

Responses to Scrutiny Review Recommendations

Report to Overview Committee

Title of the review: Elderly Persons Working Group

Date review completed: 17th July 2017

Date Presented to Cabinet: 12th October 2017

Portfolio Holder: Councillor P Barnes Environment,
Councillor D Ellis, Public Protection
Councillor Henry Wheeler, Housing, Health and Wellbeing

Chair of the review group: Councillor K Doyle

Officer supporting the review: Helen Lee

Response due to the Overview Committee (28 days): 20th November 2017

Guidance

The final report and recommendations from the above review have been considered by Cabinet and a written response to the recommendations from the responsible Cabinet Member to the Overview Committee is required within twenty eight days of the date the review was presented to Cabinet.

If you need any further assistance in completing this response please contact the Officer that supported the review

Recommendation 1

Include information in the Bereavement Services Booklet that will signpost to relevant support services that offer assistance at a critical point in people's lives.

To be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☐ Partly accepted ☐ Do not accept ☐

Recommendation Accepted:

- A Bereavement Services Booklet has been produced in the past. More recently this information was moved online to help reduce publishing costs. But with the recent updating of the Council's website the information has been inadvertently removed.
- GBC Cemetery Administration will refresh the current available information and ensure it is placed back on the website once again and use the same information to produce a new booklet to be made available at the Civic Centre and other locations.

Recommendation 2

Ensure that members of staff in Bereavement Services are aware of the support that is available if they identify a person in need.

Part 1 – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☐ Partly Accepted ☐ Do not accept ☐

Partially Accepted:

- Cemetery administration staff have undertaken Bereavement training and are aware of the support that is available. But staff will refresh the current information held on record so that when unidentified people in need approach them in future they are able to signpost them to the most up-to-date best support available.

Recommendation 3

Elected Members and frontline members of staff attend safeguarding training to help them identify elderly people who appear to be lonely, or who self-neglect, and are in need of support.

Part 1 – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☐ Partly Accepted ☐ Do not accept ☐

Accepted

The Council regularly runs training events for all staff and Members and these training courses are overseen by the Council's Safeguarding Working Group. New Members and officers receive training as part of their induction course.

The Safeguarding Working Group are currently revisiting training across the Council and will be approving a training plan in February 2018.

Recommendation 4

Explore the feasibility of establishing a link with major supermarkets where employees may be aware of elderly people in need of support.

Part 1 – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☐ Partly Accepted ☐ Do not accept ☐

Partly Accepted

Staff from Public Protection oversee the Council's contribution to /Dementia Alliance Action Plan and aspects of that is Dementia Friends training which specifically provides support and guidance to members of the public who come into contact with elderly people who are confused, disorientated and show signs of needing immediate care and support. The Council has undertaken a number of external Dementia Friends awareness courses as has the Alzheimer's Society across the Borough.

The Portfolio Holder will further investigate what other systems and processes large supermarkets have in place in the Borough to establish if any further support can be offered in relation to the safeguarding agenda.

Recommendation 5

Investigate the possibility of establishing a 'Men in Sheds' in the south of Gedling.

Part 1 – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☐ Partly Accepted ☒ Do not accept ☐

Partially Accepted:

- Subject to Age UK support and funding bids. As a Council we cannot meet the costs alone. Contact has been made with Age UK, we are just awaiting their initial response to this proposition.
- St Pauls Church, Carlton are also considering setting up their own 'Shed' and this may provide the facility in that area if plans come to fruition if the premises meets the Health and Safety and disability access requirements and standards.

Recommendation 6

An elected Member attends the Seniors Council and feeds back any information that may help other members to assist elderly constituents in their ward.

Part 1 – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☒ Partly Accepted ☐ Do not accept ☐

Recommendation Accepted:

- The Portfolio Holders for Communities already attends these meetings as part of the Communities brief.
- The Portfolio Holder for Housing and Health & Wellbeing is also provided with regular feedback as required.

Recommendation 7

Ensure that all information disseminated by Gedling Borough is available in a format that elderly people are able to access and in the places where they go.

Part 1 – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☒ Partly Accepted ☐ Do not accept ☐

Recommendation Accepted:

- Wherever possible information is provided to elderly residents through the Contacts Magazine which should also be available in Libraries and GP surgeries, dentist etc. This should apply to other GBC publications.
- Information is also available via Keep Me Posted large screens etc.
- Officers will further explore what other opportunities there are to disseminate information to our elderly residents

Recommendation 8

Members should consider participating in GP Patient Participation Groups, to promote the 'every contact counts' ethos, and encourage GP surgeries to identify and signpost isolated individuals to support services.

Part 1 – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☒ Partly Accepted ☐ Do not accept ☐

Recommendation Accepted:

- The Portfolio Holder is very willing to remind elected members to do this again; this has been done on a number of occasions previously.

Recommendation 9

Encourage taxi company operators to provide taxi drivers with safeguarding guidance which will help identify vulnerable elderly people and assist them when reporting their concerns to the Council.

Part 1 – to be completed after the report has been presented to Cabinet

(Please tick) Recommendation Accepted ☐ Partly Accepted ☐ Do not accept ☐

Accepted

This we already do as we invite the operators to our safeguarding training, which includes a significant section on recognising vulnerable individuals, including those who are elderly.