

## Responses to Scrutiny Review Recommendations

### Report to Overview Committee

Title of the review: Elderly Persons Working Group

Date review completed: 17<sup>th</sup> July 2017

Date Presented to Cabinet: 12<sup>th</sup> 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): 20<sup>th</sup> November 2017

Six month update 19<sup>th</sup> May 2018

- **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.**

#### **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.

#### **6 month progress report**

We are currently updating the information available and preparing a 'Bereavement Services Information Booklet' that can be made available in printed form and also loaded onto the website as a pdf file.

Essentially the information will be taken from professional brochures that are already in circulation in other local authorities and from the 'Cruse Bereavement Care' - Official Site. But it will obviously be adapted to reflect the Gedling location and ethos.

A draft of this should be available in May.

- **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.**

#### **Recommendation 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.

#### **6 month progress report**

All frontline officers where safeguarding concerns may be raised have received awareness briefing sessions. A safeguarding training plan will be written in May 2018, this was delayed as Nottinghamshire County Council procured a new provider of on-line training that includes a wide range of general and specific topics / issues of concern and the information was only available following the procurement process at the end of April. This approach will speed up the process of both refresher training and awareness for new starters.

Elected Members will also be able to access these sessions on-line and a briefing notification will be sent out to all Elected Members in early May 2018.

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

#### **Recommendation 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.

### **6 month progress report**

This action is an ongoing piece of work for the Public Protection Service. Local businesses and organisations have received awareness sessions including Brookfield's Garden Centre for example along with local GP surgeries and Women's Institute Groups. However larger / national business are proving more difficult and some have stated that they have corporate approaches. However more local awareness session delivery is still being pursued with local store managers

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

### **Recommendation 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.

### **6 month progress report**

None, no contact has been received from St Pauls Church and it would be unlikely that Age UK has the resources to open another shed.

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

**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.

**6 month update**

Cllr Gary Gregory, Portfolio Holder for Community Development, attends the Gedling Seniors Council and provides updates at Cabinet meetings.

- **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.**

**Recommendation 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.

**6 month progress report**

Ongoing safeguarding training is delivered by the authority to taxi drivers applying for a licence and this must be completed before they receive a licence.