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Report to:	<b>FINANCE &amp; MANAGEMENT</b>	AGENDA 11 ITEM:
Date of Meeting:	<b>21<sup>st</sup> June 2007</b>	CATEGORY: OPEN
Report from:	<b>DIRECTOR OF CORPORATE SERVICES</b>	
Members' Contact Point	<b>PAM CARROLL (Ext 5784)</b>	Doc:
Subject:	<b>ACCESS TO SERVICES - OLDER PEOPLE CONSULTATION</b>	Ref: JJ/ng/plc/03
Ward(s) Affected	<b>All</b>	Terms of Reference:

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**1. Reason for Exempt**

None.

**2. Recommendations**

- 2.1 That the committee notes the consultation that has taken place with older people about the services they need from the Council as outlined in the report attached at Appendix A.
- 2.2 That the committee agrees the action plan attached as Appendix C, which will lead to an Access to Service strategy being developed and implemented for the Council.

**3. Purpose of Report**

- 3.1 The Council's corporate plan 2006/09 has an action, under theme 4 Prosperity For All, to "Consult older people about the services they need from the Council".
- 3.2 The report informs Members of the consultation that has taken place with older people together with the initial findings and potential areas for improvement.
- 3.3 The recommendations from the consultation will be incorporated into an Access to Services Strategy and the requirement for further consultation will be actioned as part of the new Consultation Strategy which is reported elsewhere on this agenda.

#### 4. Detail

- 4.1 Under theme 4 Prosperity For all, the Council's corporate plan 2006/09 has the following action:

Theme 4: Prosperity for all – Action Plan			
Reference No	Actions:	Targets for 2006/07	Outcomes by 2009:
Helping to reduce inequalities across the district			
4.3	Consult older people about the services they need from the Council	Consultation programme developed and rolled out Results evaluated and potential areas for improvement identified	Good quality, accessible services tailored to the needs of older people.

- 4.2 Subsequently, the Council commissioned South Derbyshire CVS (SDCVS) to undertake a consultation exercise with a sample of older people to establish their experiences of accessing services and contacting the Council, in order to ascertain whether there were any particular issues or improvements which could be made.
- 4.3 The report is attached at Appendix A
- 4.4 The report concludes that:  
**“Overall, the majority of people have positive experiences of contacting and communicating with SDDC and also of the services they receive.”**
- 4.5 However a number of areas that would benefit from further investigation or consideration were highlighted. In summary these are:
- Further work with specific communities e.g. people in the 60-70 age range
  - Consider relevance of asking for certain pieces of personal information
  - Ensure information is offered in large print, consider this as standard for older age groups
  - Review the volume of information issued, can it be condensed?
  - Consider including telephone lists when information is sent out
  - Investigate suitability of voice mail when used by people with a hearing impairment.
  - Highlight the availability of home visits by SDDC officers.
  - Promote the benefits of partnership working between organisations and agencies
- 4.6 The conclusions and recommendations from the consultation report have been examined and an action plan developed, attached as Appendix C, which will lead to an access to services strategy.

#### 5. Financial Implications

- 5.1 None.

**6. Corporate Implications**

- 6.1 The consultation with older people forms part of the Council's corporate plan 2006/09.

**7. Community Implications**

- 7.1 Services which are more accessible are likely to improve take-up and will in turn improve wellbeing and benefit the whole community..