

12 March 2015		ITEM: 10
Health and Wellbeing Board		
Charter for Older People		
Wards and communities affected: All	Key Decision: Key	
Report of: Sarah Turner – Older People Commissioner		
Accountable Head of Service: N/A		
Accountable Director: Roger Harris – Director of Adults, Health and Commissioning		
This report is Public		

Executive Summary

Building on the success of the Veterans Charter, it was agreed that Thurrock would develop a Charter for Older People. A consultation exercise was carried out during January and February (including a public event, utilising our on-line consultation portal and sending out hard copies of consultation documents to those who requested it) to ensure that Older People are able to shape the Charter.

1. Recommendation(s)

1.1 That the Board notes the consultation response and agrees the Charter for Older People prior to Full Council approval.

2. Introduction and Background

2.1 The success of the Veterans Charter in Thurrock has led to cross party support to develop a Charter for Older People

2.2 This Charter is a pledge of the values and standards Older People should expect from the Council and its partners.

2.3 The current consultation draft has been developed with Older People (please see section 5 for consultation activity).

2.4 Support from the Board for the Charter is being sought prior to Full Council.

3. Issues, Options and Analysis of Options

- 3.1 Thurrock is seeing a significant growth in its older people's population (particularly those aged 75+). This document reflects both the challenges and opportunities we face as a community in responding to this change in demographics.

4. Reasons for Recommendation

- 4.1 There has been support both politically and from older people for the development of this charter. This document has been shaped by older people.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 In early January a Charter for Older People in Thurrock was drafted. This was circulated internally (Adult Social Care DMT and with Cllr. Rice and Cllr. Halden) for comment before progressing with the consultation.
- 5.2 Thurrock Coalition - our User Led Organisation (ULO) ran a consultation event with Older People on 26th January 2015. This event was publicised at the Older People's Parliament, Thurrock Over Fifties Forum (TOFF) and via housing colleagues in sheltered housing complexes.
- 5.3 The event was successful and changes made to the original draft as a result of the day. This version (the attached consultation draft) was then published on Thurrock's consultation portal for comment. Hard copies of the consultation were also sent to Older People who requested it in this format.
- 5.4 The consultation ran between the 26th January 2015 and 16 February 2015.
- 5.5 7 written responses were received. All of which were positive.
- 5.6 1 respondent did indicate that they did not agree with pledges 1, 6 and 7. However, the text explanation they provided showed that they were actually supportive of the pledge content but had chosen to indicate 'no' to use the text box facility to provide suggestions to Social Care and Housing on desired improvements to services.
- 5.7 There was also an opportunity for respondents to provide additional comments at the end of the questionnaire. Respondents largely concentrated on the need for high quality housing for older people, built in the communities they live in (so they don't need to move away from friends, neighbours and family etc.) close to shops, doctors and good transport links. One respondent commented on the need to encourage more dialogue between different generations.

6. Impact on corporate policies, priorities, performance and community impact

6.1 Although the creation of a charter would support all of Thurrock's priorities, it specifically supports the priority;

- To improve health and well-being'.

7. Implications

7.1 Financial

Implications verified by: **Mike Jones**
Management Accountant

There are no financial implications.

7.2 Legal

Implications verified by: **Dawn Pelle**
Adult Care Lawyer

There are no legal implications.

7.3 Diversity and Equality

Implications verified by: **Natalie Warren**
Community Development and Equalities Manager

There are no negative diversity and equality implications. The Charter for Older People is being developed to support the equal treatment of older people in Thurrock and to stop discrimination based on age.

7.4 **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

- None

8. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- None

9. Appendices to the report

- Appendix 1 – Consultation draft: Charter for Older People

Report Author:

Sarah Turner

Older People's Commissioner

Adult Social Care: Commissioning Department