

NORTH SOMERSET COUNCIL

DECISION OF DIRECTOR, PEOPLE AND COMMUNITIES



DECISION NO: P&C85

SUBJECT: Ageing Well Physical Activity Service

DECISION: Approval to extend the Age UK Somerset contract to continue to deliver the Ageing Well service at a reduced cost for 2016/17.

BACKGROUND:

The cost of the contract in 2015/16 was £23,480, the cost for 2016/17 will be £19,445, a reduction of just over 17% - £4,035. The contract outcomes will remain the same as 2015/16.

The Ageing Well service provides physical activity opportunities for hundreds of older people of all abilities across North Somerset. People participate in the exercise they need to improve their long term conditions e.g. arthritis, diabetes etc.

Nationally the major challenges to the health and wellbeing of older adults are a greater risk of cardiovascular and metabolic disease, loss of physical function, loss of cognitive function, increased risk of depression, dementia and, not least, increased risk of injury due to falls.

Over the last decade there has been a significant increase in the number of older people living in North Somerset. One in five people in North Somerset are over 65.

- Annually, 1518 patients are referred to the Falls Service after a fall, of which the majority (72.5%) are aged over 80.
- Currently injuries due to falls leading to hospital admission, hip fractures, emergency readmissions and emergency admissions for the over 65s are similar to the England average.

North Somerset Council undertook a district wide consultation during 2011 to inform a new Older People's Strategy (2011-2017). Key findings relevant to this work were improving falls prevention work and increasing the number of activities or clubs available to older people to reduce social isolation.

This Ageing Well service also complements the Community Connect initiative now delivered by Curo.

REASONS:

- Performance data over the last few years (2013-16) demonstrates that Age UK Somerset has exceeded the targets for the service.
- Age UK Somerset is willing to reduce the contract cost for 2016-17, whilst delivering the same objectives as the 2015-16 contract.
- The provider has good working relationships with the multiple stakeholders involved in the delivery of the interventions, and is well integrated into North Somerset community settings e.g. sheltered accommodation.
- The contract delivery is well established and signposting routes with older people's services are efficient and effective.
- The provider has built up a volunteer base to deliver interventions, and has agreed to maintain and extend this volunteer base.
- This is a high quality, low value contract, filling a gap in the community provision tailored physical activity for older people in North Somerset.

OTHER ALTERNATIVES CONSIDERED:

- Discussions were held with the NSC Leisure Contracts Manager to explore the option of Leisure Providers delivering the service. We were advised that this could not be provided within their existing contracts and would require offering the contract through an open tender process. Public Health and the Sport and Active Lifestyles (D&E) recognise the added value of remaining with the current provider for a further year, including their outreach delivery and connections with wider services for older people.

FINANCIAL IMPLICATIONS:

£19,445 (2016-17) to be paid quarterly.

IMPLICATIONS FOR FUTURE YEARS:

A longer term contract will be considered for subsequent financial years, with the possibility to negotiate further cost savings for a longer contract agreement.

Signed: Sheila Smith
Sheila Smith
Director, People and Communities

Dated: 3.5.16

References:

APPENDIX 1.
SERVICE SPECIFICATION

Service Specification No.	3.
Service	Ageing Well Physical Activity Service
Authority Lead	Lodee Dudley, Rebecca Stathers
Provider Lead	Philip Dolan, Mandy Avril
Period	1 st April 2016 – 31 st March 2017
Date of Review	Final quarterly review: Friday 31 st March 2017

1. Population Needs

1.1 National/local context and evidence base

This Ageing Well service provides physical activity opportunities for hundreds of older people of all abilities across North Somerset. It provides people with the physical activity they need to improve their long term condition e.g. arthritis, diabetes etc.

Nationally the major challenges to the health and well-being of older adults are a greater risk of cardiovascular and metabolic disease, loss of physical function, loss of cognitive function, increased risk of depression, dementia and, not least, increased risk of injury due to falling¹

Identified local needs relevant to service: Over the last decade there has been a significant increase in the number of older people living in North Somerset. One in five people in North Somerset are over 65².

- Annually, 1518 patients are referred to the Falls Service after a fall, of which the majority (72.5%) are aged over 80³.
- Currently injuries due to falls leading to hospital admission, hip fractures, emergency readmissions and emergency admissions for the over 65s are not significantly lower than the England average.⁴

North Somerset Council undertook a district wide consultation during 2011 to inform a new Older people's strategy (2011-2017). Key findings relevant to this work are: improving falls prevention work and increasing the number of activities or clubs available to older people to reduce social isolation.

This service fits with North Somerset council's Early Intervention and Prevention strategy 2011-15 key aim: 'increasing health, wellbeing and independence for adults and older people in North Somerset avoiding unnecessary admissions to hospitals and premature reliance on care support including residential care homes.' This strategy recommends:

¹ Start Active, Stay Active July 2011

² North Somerset Joint Strategic Needs Assessment April 2013

³ Community Services partnership CIC November 2012

⁴ Rate of emergency hospital admissions for falls, in persons aged 65 and over, per 100,000, 2011/12

- Promoting strong communities to support people.
- Promotion and development of early intervention, prevention and self-care.

This Ageing Well service complements the Community Connect initiative – implementation arm of the strategy.

2.1 Locally agreed outcomes expected by end of March 2017

A pro rata target will be proposed for quarterly reporting and monitoring:

Outcome to be reached by end of March 2017	Quarterly target (PQ)
1. Attendance at all Age UK activities to increase by 10% (based on attendance for 2014-15). This outcome will be measured by monitoring data on a quarterly basis retrospectively.	1900 PQ (7600 PA)
2. A minimum of 132 new people recruited by end of March 2017	33 PQ
3. A minimum of 40 male recruits to the programme by end of March 2017 (New activities may need to be developed)	10 PQ
4. Number of classes for frail older people to be maintained at 18	1
5. The number of health and social care referrals to increase (3 a quarter) – include activity at falls clinics, and GA support for fallers attending classes	3
6. The number of volunteers supporting the programme to be increased by 20% (based on recruitment in 2014-15). 19-20 - with details to be shared with SALs team	1
7. 1 case study to be produced at the end of each quarter, demonstrating health benefits (with Age UK and Falls team)	1 case study PQ – demonstrating health benefits
8. Monthly performance reports should be submitted 1 month in arrears (see 9.)	1 PQ
9. Monthly performance reports to be submitted by paid staff and volunteer lead groups separately	1 PQ
10. Retention rates of new participants should be recorded, with a 60% retention rate target.	19 PQ
11. A baseline assessment/questionnaire to be completed with all new participants at registration and a service quality survey to be completed (see ageing well survey).	33 PQ
12. Demographic data of participants to be shared with quarterly reports, including Age, Gender and Residence of participant.	1 PQ

2.2 Review Meetings and Quarterly Monitoring

Age UK must consistently attend performance review meetings (dates set out in APPENDIX K) with the commissioner or councils representative, at which, continual service improvement will be discussed. Accurate and up to date performance data must be produced by the service at these meetings. Data should be one month in arrears. These meetings will usually be held quarterly but the frequency may be increased if there are

concerns about major developments within the service. It is the responsibility of the service provider to highlight any failure to meet any of the performance targets, identify reasons why and provide subsequent action plans to the commissioner as soon as the underperformance is identified. Reports for the Commissioner should include as a minimum:

- Full information regarding attendance at all classes
- Marketing plan: to include regular communication via meals on wheels service, faith groups, and community associations
- Recent evidence of marketing, publicity and media releases to include BMEGs and people with disabilities
- Volunteer recruitment and delivery
- Evidence of interaction with other Age UK and community services
- Evidence of community engagement
- Service quality survey to be completed.

This will enable the service to achieve outcomes negotiated following review of service during 2016/17.

3. Scope

3.1 Aims and objectives of service

The primary aim of the service is to improve access and take up of physical activity opportunities in older people over 50.

The principle objectives to achieve this aim are to:

- Offer specialised exercise classes for older people across North Somerset.
- Focus this provision on sheltered schemes and other venues where people meet – lunch clubs, day centres etc.
- Increase participation by men both in current classes and other activities by activities like Boccia.
- Provide step down care for older people who have fallen.
- Work jointly with 'Community Connect' so that class participants are aware of services and other community based activity.
- Contribute to an increase in the volunteer workforce in North Somerset.

3.2 Service description/pathway

This service will contribute to North Somerset's strategic partnership's aim to see increased numbers of older people living healthier as well as living longer lives. Funding will cover the cost of an "Ageing Well Co-ordinator" who will be responsible for supporting current activities and setting up new ones in the North Somerset area. These activities include overseeing fee paying mixed ability exercise to music and tai chi in community venues, and 12 volunteer led free flexercise (seated exercise) classes in sheltered schemes and other venues. The co-ordinator will also keep and expand a list of other physical activity opportunities that take place across the district. This will be shared with the SAL's team to be distributed widely in the health and social care community.

The post holder will be expected to build on the network of partners committed to improving

the health of older people e.g. nurse and social care managers at North Somerset Community partnership (Falls team in particular) and Age UK Community team. North Somerset councils Sports and Active Lifestyles team will offer support to set up new initiatives (such as Boccia groups).

An effective marketing and publicity plan will mean that media releases will be sent out on a quarterly basis to ensure maximum awareness in the community generally. In addition, the post holder will make links with agencies in contact with socially isolated older people e.g. through North Somerset's meals on wheels service, local faith groups and community associations. In addition, the provider will demonstrate how they are promoting the activity to minority ethnic groups.

3.3 Population covered

This service will be embedded in Age UK's Healthy Ageing service and will also provide step down care for older people leaving North Somerset Joint Falls Service.

Although the service is open to all over 50, publicity will be targeted at frail older people, men, fallers and people living within the most deprived areas, including Weston-super-Mare, South Ward (see 3.2).

3.4 Acceptance and exclusion criteria

The service is not open to people aged under 50 unless they have a disability or health condition that means they would not be able to access an alternative service. People referred who are not eligible for the service should be signposted to alternative support available.

3.5 Interdependencies with other services

The service must work in partnership with other services that have a shared interest in the health and well-being of older people – as per section 3.2 above.

3.6 Any activity planning assumptions

The costs for this specification have been based on the co-ordinator working a 14 hour a week contract. The salary, expenses and volunteer development for the year have also been estimated. Proposals to increase hours would need to be negotiated with the provider and depend on outcomes at quarterly performance reviews.

4.1 Applicable national standards e.g. NICE

The following guidance is applicable to this service, and should be used in its delivery and development:

- NICE (2015) Clinical Guidance 161. Falls: assessment and prevention of falls in older people
- NICE (2008) Public Health Guidance 16 Occupational therapy and physical activity interventions to promote the mental wellbeing of older people in primary care and residential care.

The provider is expected to demonstrate clear quality standards for the exercise instructors that are employed as well as the volunteers that are trained and supported.

4.2 Applicable governance standards

The provider shall:

- Ensure that co-ordinator, instructors and volunteers have the appropriate level of skills and experience for the work they are expected to do with evidence of appropriate insurance in the event of an incident
- Ensure continuing training programme for co-ordinator and volunteers
- Ensure regular supervision of co-ordinator and volunteers
- Have written disciplinary and grievance procedures that deal with circumstances where the behaviour or actions of staff are considered unsatisfactory
- Have full emergency plans and procedures that the co-ordinator is aware of
- Ensure co-ordinator and volunteers are fully informed of relevant changes or news regarding Age UK
- Systems must be in place to co-ordinate service in the event of extended periods of absence – emergency arrangements in
- Keep accurate, individual service user records in accordance with the Data Protection Act 1998.

4.3 Safeguarding vulnerable adults

The service will ensure that it adheres to its employer's policy for safeguarding vulnerable adults, which must be based on current national standards and frameworks.

4.4 Risk

In the event of a major incident affecting service delivery, performance monitoring will need to be adjusted accordingly. Procedures will be in place in case instructors or volunteers are unable to take a class maintaining service during staff absence.

5. Location of Provider Premises

The Provider's Premises are located at:

Age UK Somerset offices, Ash House, Cook Way, Bindon Road, Taunton TA2 6BJ

6. Required Insurances

6.1 If required, insert types of insurances and levels of cover required
Certificate of Employers liability (inserted)

