

Report on	Update on the Agewell programme between 1 st April and 30 th September 2021
Date of Meeting	6 th December 21
Reporting Officer	Fiona McClements

Is this report restricted for confidential business? If 'Yes', confirm below the exempt information category relied upon	Yes	
	No	X

1.0	Purpose of Report
1.1	To provide Members with an update on the Agewell programme for the first 6 months of the financial year.
2.0	Background
2.1	Members would be aware of the 3-year contract in place with Agewell Mid Ulster. The service is funded by community planning partners including the Northern and Southern Trusts, the Public Health Agency, the Police and Community Safety Partnership, the NI Housing Executive and the Environmental Health department of Mid Ulster District Council. . The main deliverables of the programme are Good morning calls and the Handyvan scheme.
3.0	Main Report
3.1	<p>The contract includes the following main targets:</p> <ul style="list-style-type: none"> • Good morning/afternoon calls to minimum 450 calls per day engaging clients and allow time for addressing individual client needs. Calls to be made between 8:30am and 1pm with a facility to carry out calls on demand up to 3pm. • If visual enabled technology is available to clients, then the preferred option would be a visual communication. Breakdown of calls to be recorded per Trust area and reported back to MUDC as agreed at initial contract stage. • Minimum of 1,200 maintenance visits (average 1.5hrs/visit) pa. Visits to include: <ul style="list-style-type: none"> ➢ 300 security equipment pieces (key safes, alarms and any other relevant security/ safety equipment.) ➢ 300 Referrals and advice on other programmes for older people. • Establish a robust referral system between complementary programmes; e.g. Council's Home Accident Prevention, and Energy Efficiency programmes • 420 handyvan visits carried out this period: Handymen are allowed sufficient time to engage with clients & address problems. • Promotion of open space, parks, civic spaces, recreation and events.

Update

- 3.2 Over the 6 month period the number of calls has ranged between 666 and 676 calls per day engaging Clients ensuring enough time is allocated to address individual client needs. Calls commence daily at 8.20am finishing at 1.15pm with staff in the office to carry out calls on demand up to 3.00pm. The telephone is Agewell's most useful resource with many of Clients over 75 preferring this option. Skype is also available.
- 3.3 8.3% of Clients were progressed through assessment – 23 clients had days decreased, 25 clients exit the call, 3 clients' days increased. Signposting to other services has been reduced due to the pandemic.
- 3.4 During this period approximately 200 Security Visits have taken place to carry out installation of key safes, alarms, cameras, door brace, remote control socket set, smoke alarm, carbon monoxide alarm, and doorbell.
- 3.5 There are approximately 90 Referrals during this 6 month this period to other services such as Benefit Advice, Careline, Age NI, CPO, Post Office, Social Security Office, MUDC warm homes/bin collection, Pest Control Services, Community Navigator, Hope Foodbank, NIHE and the Electoral office. Mid Ulster Agewell operates an effective two-way referral pathway system between all partner agencies and programmes.
- 3.6 Health messages are promoted to ensure Clients are fully informed – initiatives such as palliative care week, update information on vaccination clinics, community initiatives, fitness/keep active programmes, self-care.
- 3.7 Agewell has been greatly impacted by the Covid -19 pandemic and the Home Maintenance target is currently behind schedule and Agewell have advised that this is due to:
- Referral Partners/Agencies continuing to work from home and are therefore not carrying out face to face consultations.
 - Our older and vulnerable people are continuing to curtail contact with people due to Covid-19 in order to keep themselves safe and are restricting the number of people to their home unless in exceptional circumstances.
 - The Crime Prevention Officers have been reduced from 2 to 1 full time worker and this has had a significant decrease in the number of referrals from this service.
 - Mid Ulster Agewell has produced a promotional leaflet for the Home Maintenance Service and this leaflet has been circulated via the Partnership, Referral Partners and Agencies to encourage referrals into the Project.
 - Some of the Home Maintenance jobs require both handymen to visit the home.
 - The Community Engagement Officer's role has changed and adapted due to Covid -19 as many of the Community Groups and Support Networks remain closed and therefore visits were curtailed.

3.8	Agewell have advised that it is very difficult to move clients on from the Good Morning Call since the Pandemic as many of the Support Networks, Groups and Programmes ceased to operate and many currently remain closed or are operating on a reduced scale/numbers.
3.9	These matters have been brought to the attention of the Contract Management Group and the Health and Wellbeing Community Planning Steering Group. Partners have acknowledged the impact of the pandemic on the service.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: Within budget
	Human: Contract management time for MUDC staff
	Risk Management: N/a
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: N/a
	Rural Needs Implications: N/a
5.0	Recommendation(s)
5.1	Members are asked to note the content of the report.
6.0	Documents Attached & References
	None.