



DERBY CITY COUNCIL

# Derby Older People's Plan

**DRAFT Version 1 –  
Produced June 2007**

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## Foreword

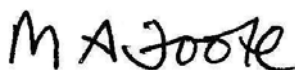
The Derby Older People's Plan sets out our vision for older people within the city. It marks an important shift in the way we view our public services, and highlights the need to listen and respond to what our older citizens are telling us they want. Services need to be built around the person, not based on organisational goals. We need to acknowledge that people who are viewed as 'older' by society, like other any other age group or community, have a diverse range of needs, wants and aspirations. To make sure we respond to these needs we need to work in partnership – both across the Council's services and with other statutory organisations and the voluntary and community sector.

This document demonstrates that we are already doing a lot of good work in Derby to meet the needs of older citizens, and also demonstrates the value of the excellent partnerships we have that can truly make a difference to older people's lives.

Our challenge over the next few years will be to strengthen these partnerships and work even more closely with local people to deliver services that make sure Derby is a place where older citizens can grow older in safety, financial security, good health, happiness, and well-being.

The Derby Older People's Strategic Planning Partnership is committed to improving the quality of life for our older citizens. The partnership would therefore welcome any feedback about this document.

The Derby Older People's Plan will be reviewed on an annual basis through this partnership to make sure progress is made against current and emerging issues you tell us are important.



**Michael Foote**

Corporate Director of Corporate and Adult Services, and Deputy Chief Executive - Derby City Council  
Chair of the Derby Older People's Strategic Planning Partnership, DOPSPP

## Executive Summary

Derby's older citizens are a strength and a resource within the city; their diverse and changing wants, needs, and aspirations need to be listened and responded to. The draft Derby Older People's Plan aims to communicate how we can develop our services in partnership to improve outcomes for older people.

The Older People's Strategy summarises current services available to older citizens and highlights our achievements, as well as areas where we can work together to achieve improvements across a number of key themes:

- Housing and The Home
- Information and Access to Services
- Income
- Getting out and about
- Social activities, networking and keeping busy
- Health and Healthy Living
- Neighbourhood

As part of the consultation process, we will be working alongside local people, older people's groups, and our partnership agencies including the voluntary and community sector to make sure this document reflects a true picture of older people's needs and aspirations.

## Your Feedback on Derby Older People's Plan

### Why we would like feedback

This document is a draft for consultation and therefore relies upon local people's comments to help make sure that:

- The vision, priorities and targets are accurate and reflect local people's wants and needs
- We have accurately captured activity within the city that supports older people
- We have considered the needs of all older people including minority groups and those with specific needs and interests
- We have not overlooked any important areas of concern or interest
- We gather information about how local people and organisations can work alongside the council and its partners in delivering the actions within the plan

Your feedback will be gathered and will shape the development of the final version of the Older People's Plan.

This plan will be reviewed and refreshed annually to make sure that progress is maintained, that priorities are being addressed, and that emerging issues are heard and addressed in partnership. The Derby Older People's Strategic Planning Partnership, DOPSPP, will take the lead on overseeing this process alongside older people's networks and events in the city.

## How to make comments

Comments can be given by visiting our web-site [www.derby.gov.uk](http://www.derby.gov.uk) 'Your City, Your Say' or by sending comments by freepost. You will find a feedback form overleaf that you can fill in and send back to us for this purpose.

Please send your completed feedback form by freepost to:

Samantha Smith,  
Director of Corporate Services,  
Derby City Council,  
FREEPOST,  
MID 24259,  
Derby DE1 2BR

or by e-mail to: [samantha.smith@derby.gov.uk](mailto:samantha.smith@derby.gov.uk)

Please send your comments by **Wednesday 12 September 2007** if you would like them to be included.

For further information about providing feedback on the Derby Older People's Plan, please contact Samantha Smith on 01332 255669.

All of the information you provide will be treated in confidence.

**Thank you for taking the time to fill in this feedback form.**

## Feedback form

1. Do you think this document ...Please ✓ one option for each question

	Yes	No	Not sure
1.1 is easy to read	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
1.2 is easy to understand	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
1.3 identifies the right priorities	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
1.4 identifies the right actions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
1.5 reflects the diverse needs of older people in Derby	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
1.6 reflects what older people in Derby want	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

2. What would you prefer the document was called? Please ✓ one option of the following:

'A Better Derby for Older People' ☐<sub>2.1</sub>

'A Derby for All Our Tomorrows' ☐<sub>2.2</sub>

'An Opportunity Age for Derby' ☐<sub>2.3</sub>

'A Vision for Ageing for Derby' ☐<sub>2.4</sub>

Other – please say what:

3. How can we improve this document? Please say how below

4. Do you have any other comments or suggestions about this document? Please say below

**DRAFT**

The next few questions will help us to make sure that we hear everyone's views. You don't need to answer these questions but it would help us if you would.

5. Are you a Derby resident? ☐<sub>5.1</sub> representative of a business based in Derby? ☐<sub>5.2</sub>
- ✓ all that apply representative of a public sector organisation? ☐<sub>5.3</sub> representative of a voluntary or community organisation? ☐<sub>5.4</sub>
- other? ☐<sub>5.5</sub>

If you are completing this form as a Derby resident ...

6. Are you Male ☐<sub>6.1</sub> Female ☐<sub>6.2</sub> Please ✓ one box

7. What was your age on your last birthday? Please tell us your age in years

8. To which group do you consider you belong? Please ✓ one box

**Asian or Asian British**

Indian ☐ 8.1  
 Pakistani ☐ 8.2  
 Bangladeshi ☐ 8.3  
 Any Other Asian background, please write in ☐ 8.4

**Dual Heritage**

White and Black Caribbean ☐ 8.9  
 White and Black African ☐ 8.10  
 White and Asian ☐ 8.11  
 Any Other Dual Heritage background, please write in ☐ 8.12

**Black or Black British**

Caribbean ☐ 8.5  
 African ☐ 8.6  
 Any Other Black background, please write in ☐ 8.7

**White**

British ☐ 8.13  
 Irish ☐ 8.14  
 Any Other White background, please write in ☐ 8.15

**Chinese**

Chinese ☐ 8.8

**Other please write in**

☐ 8.16

9. Do you consider yourself to be a disabled person? Please ✓ one box

Yes  
☐ 9.1

No  
☐ 9.2

10. Would you like to receive information about the ...  
 Please ✓ one option for each

10.1 results of this consultation?

Yes  
☐ 1

No  
☐ 2

10.2 response by the Council and its partners to this consultation?

☐ 1

☐ 2

11. If you would like us to send you further information relating to this consultation, please tell us your name and contact details.

Name:

Agency or group you represent - if appropriate

Address\*

Postcode\*

Phone  
number\*e-mail  
address\*

\* We only need this information if you are happy for us to contact you in this way. Your comments will still be taken on board if you do not supply your contact details.



**All information provided will be treated in accordance with the Data Protection Act 1998. We will only use this information to contact you if you have expressed an interest in receiving further information about this consultation. It will not be used or shared for any other purpose.**

Thank you for taking the time to fill in this feedback form. Please return your completed feedback form by **Wednesday 12 September 2007** to:

Samantha Smith  
c/o Director of Corporate Services  
Derby City Council  
FREEPOST  
MID 24259  
Derby DE1 2BR

or by e-mail to: [samantha.smith@derby.gov.uk](mailto:samantha.smith@derby.gov.uk)

For further information about providing feedback on the Derby Older People's Plan, please contact Samantha Smith on 01332 255669.

## Introduction

Derby Older People's Plan is a key opportunity to improve services and outcomes for older citizens by working together towards a shared vision for the future.

Historically public services have been planned and delivered by each different agency around organisational goals and budgets. The intention for the future is to look at services from the point of view of the person receiving them and plan them with a 'person-centred' approach. As such, Derby's commitment to supporting older people is reflected within Derby City Council's Corporate Plan 2007-2010: "Derby - a city for all ages".

This document has been informed by what older people have said they want, as well as by what the government has said it wants to see future public services provide. One of the key national documents that summarises a new, joined-up approach to meeting older people's needs is 'Opportunity Age: Meeting the challenges of ageing in the 21<sup>st</sup> century'<sup>1</sup>. This publication aims to prepare effectively for an ageing population, and sets out key priorities to make sure that older people live long, healthy and fulfilling lives across several aspects of life. The key aspects from within 'Opportunity Age' have been adapted within Derby Older People's Strategy to create 'Seven Dimensions of Independence'. These themes cover a range of different areas of life that are important to older people, and are designed to act as a local framework so that we can work together to create better services for older people.

Derby Older People's Plan has built on previous work completed in the city on the 'Vision for Ageing' - summarising our approach to supporting older citizens. In Derby there is a history of strong support and involvement of local people who are committed to improving outcomes for older citizens. It is hoped that this document acknowledges their support and responds to the needs that have been previously expressed, as well as looking ahead to future challenges and opportunities.

### Note to readers:

A glossary of terms used and 'jargon' can be found in appendix 1 to help readers understand any technical or unfamiliar terms used throughout this document.

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<sup>1</sup> 'Opportunity Age: Meeting the challenges of ageing in the 21<sup>st</sup> century' Department of Work and Pensions, March 2005

## Links to Other Strategies

This document reflects local strategies and national policy documents that inform how we can improve outcomes for older people. A summary of these key documents and how they affect older people is presented in appendix 2.

## Definitions: Who Is 'Older'?

'Older people' are not one, uniform group; this strategy reflects the need to consider their broad and changing needs. The '*National Service Framework for Older People*' sets out the following phases to broadly define older people within three groups:

- **“Entering old age:** These are people who have completed their career in paid employment and / or child rearing. This is a socially-constructed definition of old age, which, according to different interpretations, includes people as young as 50, or from the official retirement ages of 60 for women and 65 for men. These people are active and independent and many remain so into late old age.
- **Transitional phase:** This group of older people are in transition between healthy, active life and frailty. This transition often occurs in the seventh or eighth decades but can occur at any stage of older age.
- **Frail older people:** These people are vulnerable as a result of health problems such as stroke or dementia, social care needs or a combination of both. Frailty is often experienced only in late old age, so services for older people should be designed with their needs in mind.”<sup>2</sup>

## Objectives

To summarise, the objectives of this plan can be expressed as follows:

- To create a vision so that those individuals, groups and organisations that can help enhance and enrich the lives of older people within Derby can work together to develop and put into action a shared plan with agreed outcomes.
- To provide a framework to make sure that older people are enabled to be active partners in decisions that affect their lives.

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<sup>2</sup> National Service Framework for Older People (Page 3, Department of Health, March 2001, refreshed 2006)

- To develop accessible information, support and timely interventions to promote wellbeing and independence.

## A Picture of Older People in Derby

Derby is the fastest growing city in the East Midlands, with a population of 233,200<sup>3</sup>. It is expected to grow by 0.6% each year for the next ten years. Derby's population, like other cities, is growing older and the needs of its citizens are diverse and changing. The following is a summary of key information and statistics, and what they mean for local people and services.

Our population is **close to the national average** - 13.2% of the Derby population are aged 60-74 and 7.6% (16,933 people) aged 75 and over<sup>4</sup>.

Derby has an **ageing population** - numbers of over 85's will rise notably over the coming years, increasing by 17.8% from 2005 to 2010 and 13.2% from 2010 to 2015; two thirds of this population group will be female. Numbers of "younger older people" (especially aged 65 to 74) are projected to increase also. It is estimated that between 2008 and 2015 the population of over 65's will increase by 4,500 and from 2015 to 2025 by a further 6,000 people<sup>5</sup>. By 2025 there will therefore be over 48,000 people in the city that are aged over 65. Clearly local services will need to plan ahead to meet the needs of an ageing population (please refer to appendix 3 for population projections for older people).

Significant numbers of older people **live alone** or within **communal residencies** such as sheltered housing<sup>6</sup>. Whilst many older people lead socially fulfilling lives, isolation can for others be a major issue that in turn can worsen or bring about other problems such as health issues. Older people have growing needs and expectations relating to appropriate housing.

The **levels of dementia are rising** - according to population projections, the numbers of people aged 65+ with dementia in Derby will rise by 17%, to 3,594, in year 2015<sup>7</sup>.

Some areas of the city have **greater populations of older people** than others<sup>8</sup>. The highest numbers of over 50s are in Allestree, Mickleover, Spondon, Boulton and Chaddesden, The highest numbers of over 85s

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<sup>3</sup> ONS 2003 mid year estimate

<sup>4</sup> Census data, 2001

<sup>5</sup> Census data, 2001

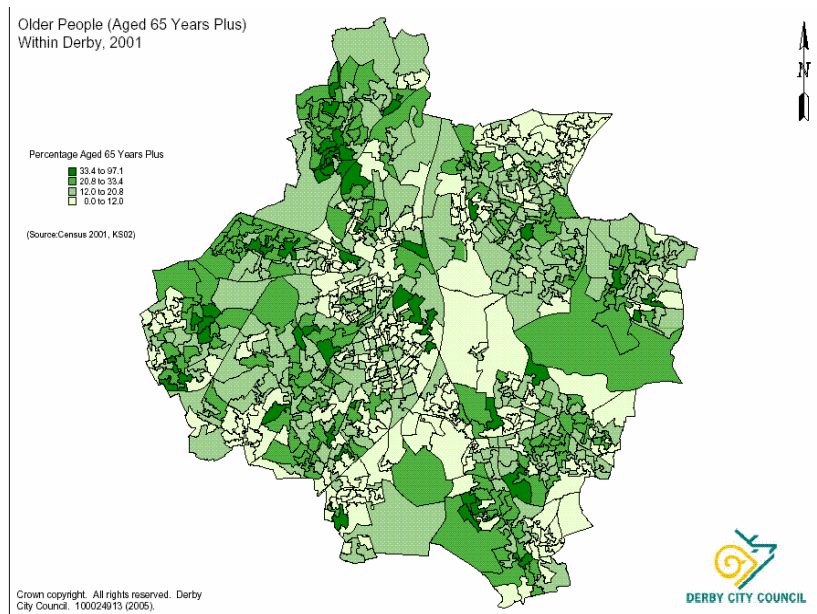
<sup>6</sup> The 2001 census identified that 2.78% of over 50's live in communal residencies; 34.49% lived alone

<sup>7</sup> Based on national prevalence data from Hofman et al, *International Journal of Epidemiology*, 20(3), 736-748

<sup>8</sup> Census data, 2001

living in the community are in Allestree, Darley, Chellaston, Alvaston and Normanton.

**Figure 1: Older People aged 65 and over within Derby, based on Census 2001 data**



There are known **health inequalities** in Derby<sup>9</sup>. Derby lies 58th out of 354 local authorities in terms of the national 2004 indices of deprivation, with five wards falling in the 10 per cent most deprived. Male life expectancy varies by as much as 8.4 years between electoral wards in the city<sup>10</sup>

There is a growing population of Older People from **Black and Minority Ethnic (BME) Backgrounds**<sup>11</sup> - 1 in 10 of people aged over 50 in Derby are from a BME background; the largest BME groups in the 50+ age group are White Irish and Indian Asian, Pakistani Asian and Black Caribbean. However, the proportion of people from BME backgrounds is greater amongst younger age groups. Research evidence indicates generally poorer health outcomes (both physical and mental) for the BME population in the UK, and that health problems come on earlier<sup>12</sup>.

A **significant proportion** of the older population provides **informal care** for a friend or family member - Chaddesden is notable as the ward with the most people aged 65 and over who report they care for 20+ hours per week<sup>13</sup>.

<sup>9</sup> Data provided by EMPHO, 2005

<sup>10</sup> Southern Derbyshire Health Survey, 2002

<sup>11</sup> Census data, 2001

<sup>12</sup> For example information cited within Derby's Public Health Strategy 2005-2010

<sup>13</sup> Census data, 2001

## Local Structures and Decision- Making Processes

### A Strong and Inclusive Partnership

The Council has one of the first **Local Area Agreements**, LAAs - meaning that certain local authority and partner agency's budgets such as Derby Primary Care Trust's, PCT's, are pooled or joined together to fund projects and activities to meet priority needs across the city. This includes priorities relating to '**Healthier Communities and Older People**'. Partnership working through the LAA has promoted partnership working that focuses on older peoples' well-being. Targets have been agreed that aim to keep older people out of residential care and hospital unless necessary, to

increase volunteering around older people, and that “narrow the gap” in health conditions between deprived and more affluent wards.

The LAA feeds into ‘**Healthy City**’, a strategic group within **Derby City Partnership - Derby's Local Strategic Partnership, LSP**, that is chaired by the PCT's Chief Executive and attended by council officers as well as the voluntary sector, Acute Hospital Trust and Mental Health Trust. Independence and well-being are two of the three main focuses of Healthy City, the other being social inclusion.

Derby also has a dedicated strategic forum – the **Derby Older Peoples Strategic Planning Partnership (DOPSPP)**. This is chaired by the Council's Deputy Chief Executive, and is widely attended by representatives from the PCT, Acute Hospital Trust, Mental Health Trust, Adult Social Services, local authority transport; Fire and rescue service; Housing, Pension Service, JobCentrePlus; voluntary sector, Older Peoples Champion, Derbyshire Police, local regeneration partnerships and older peoples representatives. This forum addresses key issues and provides an opportunity to work in partnership to provide solutions. The DOPSPP reports to the Healthy City Executive, and is supported by sub-groups and networks dedicated to older people – the Derby Seniors Forum, and Older Peoples Cluster.

### **The Older Peoples Champion – a key role**

Derby City Council has a dedicated ‘**older people's champion**’ - an elected member who actively makes sure that the Council responds to older people's views. The older people's champion uses Council networks as well as partnership structures to make sure that issues relating to older people are given appropriate consideration.

Some of the key areas the older person's champion has highlighted and taken forward within local groups such as DOPSPP in the last twelve months include issues around adult education; transport; and a civic centre for older people. These priority areas have been raised at strategic city-wide level to stimulate action and promote joint working.

### **Local Engagement with Older People**

The Council and its partner agencies have a well co-ordinated approach to engaging older people across a range of issues and use a variety of methods to do so.

Corporately, the Council works to support the development of two main ways of engaging and consulting older people in the city. For individual citizens aged 50 and over the Council supports the well-established **Derby Seniors' Forum**. For older people's community and voluntary

organisations it works with key partners, in particular Derby CVS, to support the development of the **Older People's Cluster**, part of Derby Community Network.

The Forum and the Cluster have a key voice in the DOPSPP. Derby's three elected older people's representatives to East Midlands Older People's Advisory Group, EMOPAG, also help to input information and perspectives from outside the city to the older people's strategic planning process. The Council also has a long-standing commitment to and involvement with Better Government for Older People – BGOP.

Council support for the development of the Forum and Cluster takes place as part of its Consultation Strategy, alongside other elements of this strategy, which is known as **Your City Your Say**.

Both the Forum and the Cluster are concerned with the full range of issues that affect older people, and do not limit themselves to considering only care services. For example the Forum organised their own survey on the condition of pavements in the city, which informed discussions with Council Streetcare officers at a Forum meeting.

Significant funding and staff support has been provided in the development stage and early life of the Older People's Cluster. This has been supported by Neighbourhood Renewal Funding, and through support by Derby CVS, and Derby City PCT. A part-time Older People's Consultation Officer supports the corporate work.

There are a variety of ways that the Council consults with older people such as public meetings, surveys, and through local community groups and organisations. Efforts are being made generally to improve consultation feedback as part of the Council's corporate Your City Your Say Consultation Strategy quality standards.

### **Case Study: Liberation Day**

Liberation Day is an annual event for people over 50 that is supported by the Council and its partner organisations. It provides an opportunity to share information and to receive feedback on services and local issues. Representatives of local older peoples' organisations are members of the planning committee and annual feedback is gathered from the Derby Senior's Forum and Derby Community Network Older People's Cluster following the event. Many local organisations have developed new services or promoted existing opportunities for older people through this event. For example Derby Adult Learning Service are able to respond to emerging needs around learning opportunities such as 'E-Bay' courses and dress-making.

## **Responding to Diversity**

The Seniors Forum is one of the Council's network of Diversity Forums that help the Council to consider and respond to the diverse range of needs across the city. As well as the Seniors Forum there are Forums on gender, for minority ethnic communities, disabled people and young people.

The CVS worker and Derby Community Network Team help to link the Older People's Cluster to other relevant and emerging clusters or groups within Derby Community Network. These include the Health and Social Care Forum, Derby Disability Network and the Black and Minority Ethnic Cluster.

Priorities for the future include strengthening the links between Derby Seniors' Forum, the Council's Minority Communities Diversity Forum, the Older People's Cluster and Derby Community Network's BME Cluster. This will help to make sure that a broad and balanced perspective of older people's needs is gathered, and that the Council and its partners can reach a wider audience.

Diversity is a key factor in developing services for older people. For example, the ethnic and cultural profile within the city has influenced the development of day services and sheltered housing in the city.

Diversity is also reflected in service delivery, notably the Council's top regional performance for Direct Payments – whereby an individual has more control over their care by receiving a budget to pay for the services they need. Service users from BME backgrounds are very well represented in receiving Direct Payments, which have enabled them to purchase their own care in ways that are convenient and appropriate for them.

## **The Seven Dimensions of Independence: what are our achievements and priorities, and how can we work together to improve services for older people**

### **Housing and The Home**

**Vision – To support older people to remain independent within their homes; to offer information about the full range of housing solutions available; and to develop housing solutions in partnership to meet the needs of local people.**

#### **Achievements:**

The Supported Accommodation Strategy for older people is a partnership vision to address current and future housing needs of older people. This document includes priorities for the city around nursing and residential care, sheltered housing and intermediate care, and also support for those living with dementia or other mental health problems. The Council, PCT, Acute Hospital Trust and Mental Health Trust started developing this strategy in 2004. It will shape and improve housing and housing support for older people through partnership activity, some of which is described below.

The Council and partners are developing Extra Care Housing for older people, with two schemes being developed in 2007-8, and a further project open in 2009. Extra care is purpose built accommodation where varying amounts of care are provided to individuals, with some shared facilities. The extra care project aims to develop a range of schemes offering a choice of rental, shared ownership and outright owned properties. A joint Housing and Adult Social Services Project Team is responsible for meeting extra care targets and are working with provider organisations and older people to develop these resources. Resident consultation is taking place on one site where an existing building will be demolished so that a purpose built 38-bed facility can be built. The Council and Housing 21 - an independent sector provider - funded by the Department of Health, are working together on this project.

Equipment, aids and adaptations are provided to older people who may require them to remain independent within their homes. The 2006 Preventative Strategy developed by the Derby Integrated Community Equipment Services, DICES, multi-agency board identifies vulnerable adults who have been assessed to be in need of social care services by the new Fair Access to Care Services assessment process, FACS. Carers, people with early dementia, those with learning disabilities and people with long term conditions are priorities for this project. Assistive technology aids known as 'Telecare' are provided to the individual for free for the first six weeks as the equipment is paid for using the Preventative Technology Grant. CareLink are funded to provide a telecare service to 4000+ adults in Derby; they take referrals by phone from the public, voluntary agencies and health, housing and social care agencies. There is a central call centre and response team dealing with alerts at all hours, every day throughout the year. Phone referrals can be made to CareLink – a single point of contact - on 01332 256063. The demand for this support is rising, with the aim to increase provision before the grant ends in March 2008. The service remains able to respond to demand quickly, with 80% of items of equipment and adaptations delivered to the service user within 7 working days. The project is being evaluated to inform commissioners and service

providers of the full potential use of this service to support people to remain in their own homes for longer.

**Case Study: Telecare**

Mrs A is a 93-year-old lady with cognitive impairment and a history of falls. She lives with and is cared for by her daughter. Mrs A's need to access a bedside commode at night and her 'wandering behaviour' increases her risk of falling. Her daughter was becoming increasingly tired and stressed as she was constantly getting up through the night to 'check' on her mother.

Following a referral for a joint Telecare assessment with Care Link from her Social Services' Care Manager, a bed occupancy sensor was provided and fitted to Mrs A's bed. This device raises an automatic alert through to Care Link who then contact her daughter when Mrs A leaves her bed at night for a prolonged period of time.

The outcome of this Telecare provision is that there have been no reported falls by Mrs A at night and she continues to live at home with her daughter. Her daughter is better able to continue coping with her caring role as she has the confidence that Care Link will alert her when her mother leaves her bed and so is able to sleep better.

If Telecare had not been provided it is likely that Mrs A would have suffered a fall during the night resulting in a hospital admission and distress for Mrs A. The caring relationship with her daughter may have ultimately broken down resulting in Mrs A entering residential care.

Older people are particularly affected by fuel poverty. This can make health problems worse and can lead to increased numbers of deaths in the winter. Through the local Affordable Warmth Strategy, many activities continue to take place to tackle fuel poverty, such as partnership work with local regeneration schemes, previously in Derwent and now in Normanton. Training has been delivered amongst service providers and local residents to help promote home energy efficiency advice. The numbers of people estimated to been alleviated from the effects of fuel poverty in the city since 2001 are 9,370.

The council is making good use of its 'Supporting People' funding, and has recently worked in partnership to expand a 'Handyvan' service that provides free home repair services to those over 60 in receipt of certain benefits. Support available includes small plumbing jobs, cleaning gutters and replacing light bulbs. The Council are also supporting older people, who receive social care and live in priority neighbourhoods, to maintain

their gardens so that they can enjoy them in safety. This project is funded by the Neighbourhood Renewal Fund and is provided by Spirita.

**Priorities:**

To address the priorities and deliver the targets as identified in the Supported Accommodation Strategy and Derby Older People's Housing Strategy.

DRAFT

<b>Priority Issue: Housing and the Home</b>	<b>Action Required/ Target</b>	<b>Timescale</b>	<b>By Whom</b>
To provide Extra-Care Sheltered housing provision to increase the choice available to frail and vulnerable older people	Provide 240 units of Extra Care accommodation	31 <sup>st</sup> Dec 2010	Andrew Humberstone/ Phil Holmes, Corporate and Adult Services
To make sure that assistance to keep homes warm is provided to the most vulnerable	1,000 households to be taken out of fuel poverty each year over the next 3 years. Total number of households in fuel poverty to reduced from 18,000 to 15,000.	31 <sup>st</sup> March 2010	Richard Murrell, Corporate and Adult Services DCC
To make sure service users receive needed equipment delivered quickly	Proportion of items of equipment delivered in seven days to be 90%	March 2008	Corporate and Adult Services DCC
Help people to live independently by accessing assistive technology	<p>Increase the volume of telecare equipment, the range of equipment and the number of target groups provided to – to provide an additional 300 telecare installations</p> <p>Set up a project to sustain improvements made to services as a result of grant funding</p>	End March 2008	Trevor Wright/ Anne Brown, Corporate and Adult Services DCC
To make sure older peoples homes meet Decent Homes standards	Continue work with all social housing providers to reduce the number of non-decent housing in Derby	31 <sup>st</sup> March 2010	John Sheil, Corporate and Adult Services, DCC

	Increase % of vulnerable households in the private sector to live in homes that meet the Decent Homes Standard to 70% (2006 baseline figure: 59.9%)	31 <sup>st</sup> Dec 2010	Martin Gadsby, Corporate and Adult Services, DCC
Identify existing aids and adaptations in properties and assist in matching suitable applicants to suitably adapted dwellings	<p>Establish database of adapted dwellings for Derby Homes and Housing Associations properties</p> <p>Investigate opportunities to work with private sector landlords to establish a database of adapted dwellings</p> <p>Use information to match suitable applicants with suitably adapted dwellings</p>	April 2008	Sam Narroya, Corporate and Adult services, DCC

## Information and access to services

**Vision - To provide timely, understandable, comprehensive and accessible information on subjects important to older people including what services are available.**

### **Achievements:**

The Council, through the DOPSPP, has responded to local needs and is currently establishing the feasibility of a city-centre based resource for older people. This will be a place where older people feel safe and comfortable to socialise and access information and advice.

Derby City Council, in partnership with the Legal Services Commission, is seeking a partner organisation to develop a Community Legal Advice Centre, CLAC. This is expected to be available from April 2008. The CLAC will aim to provide more co-ordinated and accessible legal advice services through a joint commissioning arrangement. The successful organisation will work alongside the Council's in-house service, Derby Advice. The Community Legal Advice Centre will be the main provider of specialist social welfare advice in the city. This should benefit older people, by offering a single point of access for a wide range of social welfare problems. A range of delivery methods will be applied to make sure there is equal access to the service for vulnerable and disadvantaged groups. For example, the service will be accessible by older people who are disabled or housebound, and those who require information and advice in languages other than English.

The Council funds a range of voluntary sector organisations to provide information and advocacy for older people and their carers. Advocacy supports people to have their say, to make key decisions, or to access their rights.

'Your Derby' is a free Derby City Council publication that is distributed to every household in Derby. This is a key method of publicising activities, services and information relevant to older people.

### **Case study: Derby Libraries**

Many older people want to learn how to use the internet and would like to become confident at surfing the web. Recognising this need, Derby City Libraries have developed a project through funding from 'UK Online'. Through this project, free internet taster sessions are available to people aged over 55 at four libraries across the city. In five and half months from January 2007, 306 new learners have accessed this opportunity. Many people have returned for further learning and guidance. The sessions have

also been attended by services such as the Adult Learning Service and Next Step. Learners can then hear about additional opportunities and courses that may be of interest to them.

Learners attending the sessions enjoy the informal, welcoming atmosphere. “The internet sessions were very good, relaxed and friendly”, said one learner, Jean. Barbara found: “the taster gave me confidence to apply online for a travel visa, and gave me practice and confidence which has been useful for emails”. Despite the relaxed atmosphere a lot of learning goes on in the sessions, and Don’s words: “would be interested in further courses”, are echoed by many.



Derby City Libraries also provide a Home Library Service. This is an outreach service offering home visits for those who are unable to physically access the library. Special tickets for family members or friends who visit the library on behalf of a housebound person are also available. Libraries provide an information and enquiry service to all, offering information about a wide range of services, groups and activities.

**Priorities:**

Derby City Council and partners, through DOPSPP, is currently looking at additional ways that information and communication for older people can be enhanced to promote inclusion and access to services.

Priority Issue: Information and access to services	Action Required/ Target	Timescale	By Whom
Make sure older people have access to information in a variety of formats and media	A multi-agency Information Strategy group is to be set up as part of DOPSPP to identify how to progress this	June 2007	Phil Holmes, Corporate and Adult Services, DCC
Establish the feasibility of an Older Person's city centre drop-in facility	Feasibility to be established by September 2007	September 2007	Jenny Appleby, Corporate and Adult Services, DCC
Provide a single point of access for legal advice	Community Legal Advice Centre, CLAC, to be established by April 2008	April 2008	CLAC Project Board
Explore opportunities to provide information to 'harder to reach' older people through partnership working with libraries and the voluntary and community sector	Feasibility of joint working to be established as part of the DOPSPP structure and activities	March 2008	Fran Renwick, Regeneration and Community, DCC

## Income

### **Vision - To enable older people to maximise their income**

#### **Achievements:**

Derby City Council's Equality and Diversity Plan 2005-2008 helps to promote choice and support for older employees to stay in employment beyond the age of 70 if they are medically fit to do so. The recruitment procedures are designed to promote equal access to all including older people, and the council's Positive Action Project Officer helps to promote Council jobs to older disabled people in the community.

The Council has established a partnership approach to benefits and finance issues, with Derby Advice; the Pension Service; Derby Benefits and Supporting People among other agencies working together. The setting up of a Community Legal Advice Centre from April 2008, will better co-ordinate legal advice on welfare benefits and take-up campaigns. There is a particular focus on older people who are more likely to have low incomes, such as older women and black and minority ethnic elders. Many older people's incomes have risen substantially as a result of this partnership approach.

#### **Case Study: A joint approach to benefits advice**

Mr & Mrs F were very typical of many elderly clients - they were claiming Pension Credit but in spite of deteriorating health had not sought any further advice about benefits. Mrs F had had some social care support when she was discharged from hospital following a hip replacement and was receiving assistance with personal care.

Through joint working with Adult Social Services, all service users who had received a community care assessment were contacted with the offer of a benefits assessment. Following a visit from Derby City Council's Welfare Rights team, Mrs F applied for Attendance Allowance, which was awarded. In addition, Mr F then claimed Carer's Allowance, which meant an increase in their Pension Credit as Carer's Premium was added. Their Council Tax Benefit also increased and they now have no Council Tax to pay.

The total weekly benefit gain was £57.61 with the annual increase amounting to £2995.72

To help older people plan for a happy and secure future after retirement, Derby Adult Learning Service offer a Preparation for Retirement course. This course covers a range of subjects including financial advice and planning; legal advice; state benefits; and also looks at relationships and adjustment in retirement, as well as physical and emotional health. The

course is well attended by people from a range of employment backgrounds. Participants can bring along a friend or partner to help people plan together for the future.

**Priorities:**

To continue to work in partnership to make sure older people are receiving information about benefits and employment opportunities that will increase their income.

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Priority Issue: Income	Action Required/ Target	Timescale	By Whom
Maximise entitlement to benefits	Take-up campaign including an event to be held in Autumn 2007	Nov 07	David Brewin, Corporate and Adult Services
Make sure older people in more deprived Neighbourhood Renewal Fund areas have access to benefits advice	Take-up project involving targeted mailings and assistance with benefit checks & form completion	Underway & to be completed by March 08	David Brewin, Corporate and Adult Services
Provide training to make sure those working with older people identify potential benefit entitlement	Target training publicity to employees of the Council, housing providers and the voluntary and community sector.	July 07	David Brewin, Corporate and Adult Services

## Getting out and about

**Vision - To provide a comprehensive, accessible transport system that supports older people to fully participate in social and work activities, and to promote access within the city.**

### **Achievements:**

"Delivering Accessibility" is one of six key areas within the Derby Joint Local Transport Plan, LTP, 2006-11. This document has been developed with extensive consultation from local people and a wide range of organisations, and reflects the needs of older and disabled people. Targets have been set to improve access for people without a car to their GP surgeries and local shops. Other priorities are to increase the percentage of crossings with facilities for disabled people and to address the barrier that feeling unsafe can create in accessing public transport and getting out and about. These targets are on track. All local bus services operated by the Trent Barton bus company in the city are now equipped with low floor accessible vehicles with wheelchair spaces a full 5 years ahead of the target set by Government due to partnership working with the Council.

Consultations with local older people about access issues have led to three new bus routes in the past two years (in Darley Abbey; Littleover/ Mickleover; and Chaddesden), specifically to meet their needs. "District Centres" have also been upgraded in Allenton and are being upgraded in Alvaston with specific attention to bus shelters, footways and seating that will benefit older people. 'Step up' kerbs and other adaptations to bus stops to allow better access have been made on the majority of Derby's main bus routes.

The 'Gold Card' concessionary bus pass scheme is one of the most generous in the country to encourage older and disabled people to use public transport. It allows people over 60 and with less serious disabilities to travel by bus for free after 9.30am Monday to Friday, and all day at weekends and bank holidays. Travel is permitted throughout Derby and Derbyshire as well as key destination outside of the county such as Manchester, Nottingham, and Burton. People with more serious disabilities travel for free all day every day. Older and disabled people also receive half fare train travel within Derbyshire and to key routes outside of the county. The scheme also offers discounts at local shops and restaurants.

Derby City Council and Derbyshire County Council jointly fund the "Going Places" guide. This document has a range of information about transport and also signposting to other services relevant to older and disabled people. A Derby City Bus Network Guide is also delivered to every household annually.

The Council also provides grant funding to support voluntary and community sector initiatives. Derby Community Transport operate a volunteer car scheme that enables older people to attend hospital appointments and social activities. The Council also fund cheap, accessible minibuses hire for older people and community groups to access services and activities, such as luncheon clubs.

**Case Study: 'Ring and Ride'**

Derwent Community Team have worked in partnership with Derby Community Transport and Derby City Council to develop 'Ring and Ride' – a responsive bus service primarily targeted at older and disabled people that also offers a service to families and young people with disabilities within Derwent. The scheme supports people with mobility restrictions to access GP appointments, local shops, and helps maintain family and social contacts.

The Council has developed a Disability Discrimination Act Access Improvement Plan so that we have a structured way of improving access. The Council's Access Officer, who is also a member of the National Register of Access Consultants, gives valued expertise to all departments to make sure they get access for disabled people right.

**Priorities:**

To implement the Joint Local Transport Plan and deliver the targets as identified to promote access for older and disabled people.

Priority Issue: Getting out and about	Action Required/ Target	Timescale	By Whom
To make sure people without a car have good access to GPs	To maintain existing accessibility levels to GPs for people without access to a car	To maintain the 2004/05 base line figure of 95% of households without access to a car being within 15 minutes of a GP and 98% being within 30 minutes of a GP by 2010/11	Highway and Transportation group
To make sure people without a car have good access to food shops	To maintain existing accessibility levels to essential food shopping for people without access to a car	To maintain the 2004/05 base line figure of 90% of households without access to a car being within 15 minutes of a major shopping centre and 97% being within 30 minutes of a major shopping centre by 2010/11	Highway and Transportation group
To improve the accessibility of bus services	Increase the percentage of buses operating in the Derby Joint LTP area that have low floor access	To increase the % of low floor buses in the Derby Joint LTP area from the 2003/04 base line figure of 40% to 70% by 2010/11	Highway and Transportation group
To improve accessibility for disabled people	Number of pedestrian crossings with facilities for the disabled	To increase the % of pedestrian crossings with facilities for the disabled from the 2003/04 base line figure of 91.37% to 98% by 2010/11	Highway and Transportation group
To reduce the number of people who feel unsafe when using transport services at night	To increase the % of people who feel safe walking at night	To increase the % of people who feel safe walking at night from the 2004 base line figure of 63% to 78% by 2010/11	Highway and Transportation group

	<p>To increase the % of people who feel safe when using public transport at night</p> <p>To increasing the % of people who feel safe using car parks at night</p> <p>To increasing the % of people who feel safe using the bus station or bus stops at night</p>	<p>To increase the % of people who feel safe when using public transport at night from the 2004 baseline figure of 57% to 72% by 2010/11</p> <p>To increasing the % of people who feel safe using car parks at night from the 2004 baseline of 51% to 61% by 2010/11</p> <p>To increasing the % of people who feel safe using the bus station or bus stops at night from the 2004 baseline figure of 42% to 52% by 2010/11</p>	
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## **Social activities, networking and keeping busy**

**Vision - To actively promote opportunities for learning and leisure to promote social inclusion.**

### **Achievements:**

Derby City Council provides funding to a number of voluntary and community sector organisations to promote social inclusion and well being within the community. Services include advice and information; a shopping service; gardening; befriending; advocacy; lunch clubs; social groups; gardening scheme; support for carers; crisis telephone support; and support for volunteers. Social groups are well attended and feedback from the members suggests that these services form a vital part of their lives.

There are many examples of positive social activities that help bring about contact between older and younger citizen, sometimes known as 'inter-generational contact'. In the city a range of agencies such as the Community Safety Partnership; the Youth Service; Adult Learning Service and Family Learning; and local communities and partnerships help to bring people together through projects and activities. The Derwent Community Team have developed a 'Timebank' in the Derwent New Deal for Communities area and also a Green Gym (see Health and Healthy Living) that help bring different sections of the community together through social contact.

### **Case Study 1: Alvaston and Boulton Old People's Welfare**

Alvaston & Boulton Old People's Welfare is a social club that operates four days per week. The group have recently gained funding from Small Change to refurbish their kitchen that will help them to provide healthy eating sessions and healthy meals and snacks to their members. Members of Alvaston & Boulton Old People's Welfare are given a card, which he or she keep on their person at all times. This card contains the contact information of one of the group's volunteers who act as 'key workers' for the members. The 'key worker' also telephones or visits members if they are unable to attend the group to check that they are ok.

### **Case Study 2: Derwent Timebank**

Derwent Timebank is the first Time Bank to be set up in Derby. Time Bank is a 'skills swap' agency where members can share their time and skills through the exchange of time. Members get a time credit for every hour they spend helping out another member. They can use their 'credits' for other members' time. Participants typically offer and request time spent gardening, driving and shopping. Other services have included reiki and music tuition. The project is accessed by people of all ages. In December 2006 the project had 180 members. Social contact takes place at a one-to-one level or at social events and organised activities.

Derby Adult Learning Service, ALS, offers a range of courses and learning opportunities that are either developed specifically for, or traditionally well accessed by older people. Derby ALS have responded to local needs and have developed new courses that are based on what older citizens have told them they want. Learning opportunities are delivered in the community and include health and fitness themed activities such as 'mature movers' and 'chair-o-bics'; a wide range of arts-based courses; and Information Technology courses aimed at older people. Through joint working with Hadhari, a day centre accessed by African-Caribbean women, a dress-making course was developed whereby the clothes produced were showcased at a fashion show at the local SureStart.

Derby City Council's Cultural Services provide and manage a range of services that help to meet the cultural needs of older people. Activities such as tea dances, variety shows, museum events and the Assembly Rooms Pantomime are well accessed by older people, as are community-based events including the Darley Park concert and 'The Big One' on Chaddesden Park.

The Council also works in partnership with Derby CVS' Volunteer Centre who promote and co-ordinate volunteering opportunities across the city. Over 10% of people expressing an interest in volunteering are aged 50 or over.

Adult Social Services, in partnership with Derby PCT and Derby CVS have recently been awarded 'Invest To Save' Treasury funding. This will be used to set up a three-year project to develop support for older people in priority areas of the city, including the development of 'peer networks'. Older people will receive training and support to help support each other through particularly difficult times or on an on-going basis. For example, an older person who has recently been bereaved or who lives alone may benefit from being put in touch with another person in a similar position.

**Priorities:**

To continue to work in partnership to make sure a range of services are available to meet the social needs of older people.

Priority Issue: Social activities, networking and keeping busy	Action Required/ Target	Timescale	By Whom
Continue to support voluntary sector activity around social contact, promoting independence and well being	Implementation of Joint Commissioning Framework for the Third Sector	From August 2007 onwards	Katy Wing, Corporate and Adult Services, DCC  Karen Ray, Derby PCT
Review of older people's grant funding for luncheon clubs	Review to take place	December 2008	Katy Wing, Corporate and Adult Services, DCC
Reduce isolation and increase ability to cope with issues such as bereavement	Develop peer support for older people in five priority areas of the city through the Invest To Save 'PIRAMID' project	February 2008	Jenny Appleby, Corporate and Adult Services, DCC
To make sure health and social care services are aware of and are responding to social needs such as day care	Derby PCT and Adult Social Services are to develop a Joint Strategic Needs Assessment to look at local needs and identify how we can respond to them	Spring 2008 and beyond	Corporate and Adult Services/ Derby PCT

## Health and Healthy Living

**Vision – To actively promote opportunities for older people to experience independence, well-being, and to improve and maintain good physical and mental health, as well as reducing health inequalities.**

### **Achievements:**

Derby Primary Care Trust and Derby City Council are working together to improve health and social care services for older people. One priority is to reduce the amount of days that people spend in hospital because of delayed transfers to their homes or other facilities such as intermediate care. Derby is currently performing well on reducing the number of delayed transfers of care. To reduce the number of older people that are admitted unplanned to hospital, an Integrated Health and Social Care Falls team has been created. The team are actively promoting falls awareness to a range of workers and older peoples groups, and work in partnership at all levels to promote the prevention of falls and the reduction of their impact by addressing prevention; health promotion; and rehabilitation.

The term 'intermediate care' describes a variety of activities developed in partnership to provide rehabilitation and to prevent unnecessary hospital admission or residential care. Approximately 700 people are supported directly by the integrated health and social care team each year. The majority of these people are supported within their own homes, however residential intermediate care is also available and growing. The council; Derby PCT; and Derwent Community Team, as part of the Supported Accommodation Strategy, are leading on The Perth House Project. This project will bring about the development of a 10 bedded intermediate care unit by April 2008 through the redevelopment of Perth House, a residential care home in Derwent. The ground floor of the existing residential home will be refurbished to give a total of 15 short term care rooms, five of which will be dedicated to respite care. All rooms have private bathroom facilities and will meet the latest building and disability standards. Funding is also in place to develop resource facilities for older people from within the grounds of the main building. The involvement of residents from the local community, service users in the residential service, staff and representatives of other agencies, have been key in developing this new facility. Through an ongoing series of meetings they have been involved in identifying local needs, designing the project plan and will be part of overseeing the proposed changes.

One method of supporting people to stay healthy and independent is through homecare. Derby has performed well in increasing the number of people that are receiving intensive packages of homecare. This helps to reduce unnecessary hospital admissions or institutional care. This achievement

corresponds with a fall in care home admissions year on year. Adult Social Services have recently completed a Best Value Review of Homecare in which local people were consulted about what they wanted from the service. This review highlighted the need to focus in-house services on those with more specialist needs, such as dementia, and those whose needs are likely to change rapidly. Support for people with on-going and less specialist needs may be provided through commissioning arrangements with the independent sector.

Derby is the regional leader for providing Direct Payments to social care users. This is a way of giving individuals more choice and control in meeting their care needs and thus promotes health and independence.

Derby PCT, through investment in training and education, has improved the skills of specialist practitioners to provide support to individuals with long-term conditions such as diabetes and asthma. Community Matrons and specialist teams are working closely with patients, carers, GP's, hospital staff, social care services, and other relevant agencies. Health and social care workers are developing tailor-made packages of support by working closely with service users. Wherever possible people can receive care closer to home and are prevented from unnecessary admissions to hospital. A pilot project within Community Nursing to identify and support housebound patients with long-term conditions has recently been evaluated as positive and future roll-out of this is being explored. A similar project is being piloted with Community Matrons and independent care homes. A full evaluation of this will be undertaken.

There is local and national recognition that informal carers play a huge role in supporting people to remain healthy and independent. Through the multi-agency Derby Carers Project Board, specific projects and activities are developed to make sure carers needs are taken into consideration. Recent achievements have included a carers conference aimed at helping carers gain easy access to information and support; multi-agency work on an action plan to address the needs of carers of people with mental ill health; development of a carers consultation and participation strategy; and the development of a new carers policy and carers assessment framework.

The Council and its partners are leading on a wide range of activities at a local level to promote positive health for older people. The new Revive Healthy Living Centre in Derwent offers many activities for over 50's including a 'Trekkers' walking group, gentle movement group, a weekly vegetable scheme and specialist cookery advice for people with diabetes. Other services include Stop Smoking sessions; Citizen's Advice Bureau sessions;

mental health support through MIND; complimentary therapies, leg ulcer & hearing clinics, and a social care team.

**Case study: Derwent Green Gym**

Derwent Green Gym is a partnership project funded by Derwent Community Team that offers people the opportunity to improve physical fitness by getting involved in practical conservation activities such as planting hedges, dry stone walling, building wildlife gardens or creating willow sculptures. This project rents a large plot at Little Chester Allotments, two workers, equipment and organises a range of activities and events. Derwent Green Gym provides positive physical and psychological health, and promotes social contact amongst a wide range of people. There is also a young gardeners group called 'Little Weeds' so that older gardeners can help share their skills and knowledge to less experienced gardeners.

Derby City Council's Sport and Leisure facilities work alongside older citizens in identifying specific needs and preferences around exercise. The Derby Seniors Forum members were invited to participate in older people's focus groups to influence the drafting of the Keeping Derby Active Strategy, in recognition of the importance of keeping active. The 'Active Living' programme promotes activities for older people with concessionary sessions including Tai- Chi, swimming, gentle exercise classes, bowls and gym access. Joint working with the Derby District Table Tennis Association has resulted in the development of specific sessions to run alongside badminton at Shaftesbury Sports Centre. Moorways Sports Centre is working with Walbrook Community Sports Association to provide chair-based aerobics, and also responds to the need for 'social' activities by providing sequence dancing. As discussed above, Derby Adult Learning Service also works in partnership to address demand for learning opportunities based on health and fitness within local community centres. These examples of opportunities for older people to keep fit and healthy are reflected in good performance in local targets around numbers of adults and older people undertaking regular exercise.

The Council in partnership with the PCT and local CVS joined forces with Derby Lions to support and promote the Message in a Bottle scheme in Derby. The scheme encourages older people to keep up to date personal and medical information, including information regarding pets, family details and any health conditions, in a special plastic bottle inside their fridge. The emergency services or other health and social care professionals then have access to information that will inform and direct actions to support individuals in times of need.

The award of 'Invest To Save' Treasury funding as discussed above will help us achieve a new way of assessing those older people who are at risk of further health deterioration and social isolation. This project will be called

'PIRAMID', which stands for 'Promoting Independence Risk Assessment Model In Derby'. The project will also provide a co-ordinated package of care to individuals within priority areas of the city, and will help a range of partner agencies to work together to help reduce health inequalities amongst older people.

The Council's Adult Social Services were also awarded Department of Health funds in 2006 to operate one of only 11 self-assessment pilots across England. The project is open to all older people with physical and / or sensory impairments. It aims to support disabled people in informal settings, identifying their own support needs and working with them to establish the best way in which to meet those needs. People will therefore receive a higher level of support before engagement with social services. Derby Disability Direct runs the project in partnership and aims to provide mediated self-assessment to over 300 people by December 2007 with approximately 15% of that total being from BME communities. The University of Manchester will evaluate it along with the other 10 English pilot schemes.

The Supported Accommodation Strategy highlighted the lack of a strategy for older people's mental health needs. As a result a Derby Older People's Mental Health Group has been set up with a range of different agencies involved. The group are 'mapping' what services are available and identifying gaps in provision. An older people's mental health service directory is being put together for services provided by primary care; home care; day services; housing; assistive technology; care in residential settings; intermediate care; care for people in the general hospital; and other specialist mental health services. The group is also developing a 'care pathway' to make sure that the way people access services and their journey through this process is accessible and clear.

In 2006/7 Derby PCT supported 1383 people aged 50+ through their attendance at Stop Smoking Services. This amounts to 37% of overall attendees. Of these people 75% had continued to abstain from smoking four weeks later. Other community-focussed activities being developed by the PCT include screening for cardio vascular disease, and support and information on how to lead a health lifestyle through healthy eating, weight management and physical activity.

Derby City Council work in partnership with and fund voluntary sector organisations that support local people's health. For example, a small amount of funding is given to three Stroke Clubs in Derby. Activities provided by the groups include social activities and outings for people who have had a stroke, and healthy eating sessions.

East Midlands Ambulance Service (EMAS), Adult Social Services Reception and Screening team and Derby City Intermediate Care Service have developed direct referral pathways for EMAS crews. This enables older people to stay closer to home when there is no clinical need for them to be admitted to hospital.

**Priorities:**

To engage with local older people and their carers to identify health and social care needs.

To continue to work in partnership through our strategic decision-making structures to develop services that promote health and wellbeing for older people.

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Priority Issue: Health and Healthy Living	Action Required/ Target	Timescale	By Whom
To reduce the number of emergency unscheduled acute and community hospital bed days occupied by a person aged 75 or over in NHS hospitals in Derby City area (to be measured 01.04.07 to 31.03.08)	<p>Actions include the implement Falls Strategy in Derby – including multi-agency awareness raising, training, outreach and partnership working.</p> <p>Implement Telecare project in Residential Care homes.</p> <p>Set up a pilot project to assess discharged fallers who have attended Accident &amp; Emergency</p>	March 2008	Phil Holmes, Corporate and Adult Services; Linda Elliot Derby City PCT
Develop a strategic approach for supporting carers	Develop a Carers Strategy for Derby to promote partnership working across a wide range of areas such as information and advice, health and employment	October 2007 and beyond	Marilyn Hambly, Corporate and Adult Services
Develop a shared understanding of the health and social care needs of local older people	Derby PCT and Adult Social Services are to develop a Joint Strategic Needs Assessment to look at local needs and identify how we can respond to them	Spring 2008 and beyond	Corporate and Adult Services/ Derby PCT
Make sure older people are involved at all levels of service delivery	Involvement and consultation with representative groups in strategic planning, for example the Health Panel, Older Peoples Cluster	Ongoing	Linda Elliott, Derby City PCT; Richard Talaska, Corporate and Adult Services;

Priority Issue: Health and Healthy Living	Action Required/ Target	Timescale	By Whom
			Kath Cawdell, Derby CVS
Improve opportunities for older people to receive rehabilitation and support to promote independence	Continue to develop and expand intermediate care services as identified in the Supported Accommodation Strategy – develop 10 bedded unit within Perth House	April 2008	Corporate and Adult Services
Consider and respond to the mental health needs of older people	The Derby Older People's Mental Health Group to complete a mapping exercise and develop a commissioning plan	November 2007	Derby Older People's Mental Health Group
Continue to support older people to identify their own needs in relation to social care	300 people to be supported through the self-assessment pilot, approximately 15% of which to be from BME communities	December 2007	Corporate and Adult Services/ Disability Direct
Increase support for people with Long Term Conditions to enable them to access appropriate services and self-manage their chronic conditions to remain independent.	Continue to invest and develop alternative ways of supporting people with LTC, utilising a whole systems approach.	On-going	Janet Inman, Assistant Director of Intermediate Care and Long Term Conditions, Derby City PCT
Reduce delayed transfers of care from	Reduce rate to 16 per 100,000 of 65 and over population	March 2008	Corporate and Adult Services

<b>Priority Issue: Health and Healthy Living</b>	<b>Action Required/ Target</b>	<b>Timescale</b>	<b>By Whom</b>
hospital to a community or residential setting			
Older people aged 65 or over to be helped to live at home through social care and partnership interventions	Increase rate to 90 per 100,000 of 65 and over population	March 2008	Corporate and Adult Services
Reduce the number of older people aged 65 who are admitted on a permanent basis in the year to residential or nursing care	Reduce rate to 90 per 100,000 of 65 and over population	March 2008	Corporate and Adult Services
Increase the percentage of households receiving Intensive Home Care to enable them to remain independent	Increase rate to 14 per 1,000 of 65 and over population	March 2008	Corporate and Adult Services
Increase the number of people receiving social care Direct Payments to promote choice and control	Increase rate to 175 per 100,000 of 18 and over population	March 2008	Corporate and Adult Services
Reduce Adult Social Services assessment waiting times	Increase the percentage of assessments for over 65's that are started within two days of first contact and completed within 28 days to 90%	March 2008	Corporate and Adult Services

<b>Priority Issue: Health and Healthy Living</b>	<b>Action Required/ Target</b>	<b>Timescale</b>	<b>By Whom</b>
Reduce the waiting time for social care packages	Increase the proportion of care packages started within 28 days of assessment completion for over 65's to 95%	March 2008	Corporate and Adult Services
Respond to changing needs of homecare service users	Implement Adult Social Services' Best Value Review of Homecare to focus in-house services on those with more specialist and changeable needs such as dementia	On-going	Corporate and Adult Services
Improve risk assessment methods and reduce health inequalities amongst older people	Set up the PIRAMID project to support older people to remain independent in the community	February 2008 and on-going	Jenny Appleby, Corporate and Adult Services, DCC
Look at how we share health and social care service user information to reduce duplication and to provide seamless care for individuals	To continue to work towards integrated Health and Social Care electronic records in line with the timescales of the National Programme. Consult with Older people in the ideal format of a Person Held Shared Record. Pilot this approach and implement	2010	Linda Elliott Derby City PCT; Corporate and Adult Services
Reduce the incidence of stroke and support people who have had a stroke to meet their full potential	Promote Healthy lifestyles. Facilitate regular monitoring of those identified at risk. Implement Stroke care Pathway across all care settings	2007-2009	Derby City PCT; Derby City Council; Derby Hospitals Foundation Trust

## Neighbourhood

**Vision - To develop neighbourhoods where we all feel safe, welcome, confident and able to contribute in our local communities irrespective of our race, age, culture, gender, sexuality or disability**

### **Achievements:**

The Council is a key partner of the Community Safety Partnership, CSP, which leads on delivering safer and stronger communities in Derby. The multi-agency neighbourhood teams work closely with local communities to respond to needs such as the street scene, crime and anti-social behaviour. The CSP has developed a Community Cohesion Strategy that will assist in promoting harmony between different age groups as well as different ethnic groups.

The Crime Prevention Team within the CSP provides crime prevention advice and free security upgrades to victims of priority crimes. Whilst the team do not focus specifically on older people, many older citizens have received advice and support in securing their homes. The team also provides services to the victims of domestic violence and robbery. The team is supported by the Council and work closely with the Crime Prevention Design Advisor in the planning process to 'design out' crime in developments. These actions have contributed to a 58.1% reduction in burglary since 2002/03, and vehicle crime has reduced by 43.7% over the same period.

### **Case Study – Crime Prevention Team Support**

Mr G lives alone and is in his 70's. He found out that he could get some help with securing his property through his neighbour, who had had similar work done on hers. Although he hadn't experienced any particular incidents of crime, he was fearful of burglary. Mr G contacted the Crime Prevention Team, part of the Community Safety Partnership, and they looked at what would help to secure the property. The work completed included securing windows and doors, and a chain and mirror was fitted on his front door so that he can see more easily who is there without having to open the door. Mr G feels that this work has enhanced not only the security of the property, but the property itself. Mr G says "I feel much more confident when I'm in my property, particularly when I'm in bed". Mr G also feels happier to be leaving a secure property when he goes away to visit family.

Reducing crime and the fear of crime has been a key achievement over recent years. Feedback from the 2006 Derby Community Safety Partnership Adult Survey suggests that citizens aged over 75 are much less likely to perceive a range of crime issues such as robbery; drug dealing; and vehicle crime as less of a significant problem than any other age group. Over 50% of people aged 60 or over believe their area rates better in terms of crime than

the rest of Derby, although local variations apply. However, responses relating to feelings of safety suggest that more needs to be done to reduce the barriers created by the fear of crime and the impact it has on activity such as going out at night, or waiting at a bus stop.

Older people's involvement in decision-making has improved thanks to work in the Derwent area through the Derwent Community Team and through Neighbourhood Forums led by the CSP. These provide local people with an opportunity to express their views, concerns and become partners in addressing these issues. Older people are well represented on these forums.

Work with the voluntary and community sector to increase the profile of volunteering with and for older people's groups has led to the development of a performance target in the Local Area Agreement which has been exceeded in each of the past two years.

The Older People's Social Groups and Luncheon Clubs supported by Derby City Council are neighbourhood based and encourage members of the community to attend.

**Priorities:**

**TO BE ADDED**

Priority Issue: Neighbourhoods	Action Required/ Target	Timescale	By Whom
Promote opportunities to support older people within the community on a voluntary basis	Number of prospective volunteers referred to older people's organisations by Derby City Volunteer Centre: target is 120 in 2007/8	March 2008	Katy Wing, Corporate and Adult Services, DCC
	OTHER TARGETS TO BE ADDED		

## Appendices

### Appendix 1: Glossary of key terms and jargon

#### TO BE UPDATED – THIS IS AN EXAMPLE

Action Plan	Sets out how something is going to be done and who is going to be involved.
Adaptations	Changes made to a property to benefit a disabled or older person. For example, putting in a walk-in shower, fitting a stair lift, fitting extra handrails, or making a ramp.
BME (Black and Minority Ethnic)	This is a term that is used to describe individuals and groups in society who have a different ethnic origin to the majority white population.
Care and Repair	Services that help older home owners with repairs, improvements and adaptations to their homes.
Careline/Carelink – Community Alarm Services/Centres	Another name for community alarm services provided by Councils and Housing Associations. They provide older and vulnerable people with a 24hr contact should there be a problem.
Commissioning	Covers two main areas. Firstly, finding out about health and care needs that people have. Secondly, arranging for services to meet these needs to be provided. Can be for an individual or for a group of service users.
Decent Homes Standard	Government standard which all councils and housing associations must meet for their housing by 2010. To meet the standard a home should be warm, protect from the weather and have reasonably modern facilities. Councils are also expected to increase the number of vulnerable people in decent homes in the private sector.
DH (Department of Health)	Aims to improve the health and well being of all people in England. Sets out in broad terms the work of the NHS and social services. It also monitors this work.
DOPSPP	Derby Older People's Strategic Planning Partnership – a multi-agency group that meets to discuss, agree and act on key priorities for older people
Extra Care Housing	Sometimes called "very sheltered housing". People get a home for life. They receive home care and support in their own home. They remain Tenants or owners.
Focus Group	A way of getting people's views about issues. Usually arranged to discuss a particular topic. Typically involves 8 – 15 people.

Frail Elderly	Older people who are vulnerable because of their health, disability or age.
Fuel Poverty	Where someone has to pay a higher proportion of their income to keep warm than they can afford.
Hospital Discharge Protocol	An agreement between health, housing and social services to help plan a person's discharge from hospital.
Intermediate Care	Services that promote independence prevent hospital and residential care admission and/or enable early discharge. Intermediate care typically provides community-based alternatives to traditional hospital care.

Local Strategic partnership (LSP)	The bringing together at a local level of public, private, voluntary and community organisations in order to tackle local issues.
NSF (National Service Framework For Older People)	Guidelines from the Government on how health and social services can improve services for older people.
NRF – Neighbourhood Renewal Fund	The Neighbourhood Renewal Fund aims to enable England's most deprived local authorities, in collaboration with their Local Strategic Partnership (LSP), to improve services, narrowing the gap between deprived areas and the rest of the country.
OPMH	Older People's Mental Health.
Particular Needs	See Special Needs.
PCT, Primary Care Trust	Part of, but free standing from the National Health Service (NHS). It has to plan and make sure local health services are provided. Works with housing departments where possible as poor housing brings poor health. Works with Social Services to assess and plan for provision of services to meet identified needs
Rehabilitation	This is where health, social services and housing work together to help people live independently.
Resources	What is needed to get something done. Can be money, time, people, knowledge etc.
Respite Care	Short-term or regular care for patients that provides relief to carers by providing another carer. It can also provide opportunity for medical or nursing reassessment or a period of Rehabilitation.
Sheltered housing	Housing that provides an on site warden. These types of schemes are normally only for people with disabilities or older people. The properties will have adaptations, and

	usually be on one level or two levels with a lift.
Short Term Care	A period of care, in a care home, for up to 3 weeks (but can be extended in particular circumstances). It can also provide opportunity for medical or nursing reassessment or a period of Rehabilitation
Special Needs	A need that is not shared by everyone in society. For example someone who is Frail Elderly or who has mental health problems. Sometimes called Particular Needs.
Strategy	Sets out in detail the nature of particular issues and how these are going to be dealt with. There is an emphasis on forward planning and on working together with partners to find resources and achieve common goals.
Supporting People (SP)	The way the government tries to improve housing related help and support services for older and other vulnerable people. For example Sheltered Housing and Floating Support. Local councils get money from the government to plan and pay for services in their area. SP was introduced in April 2003. Before this housing benefit paid for housing support services.
Telecare	The name given to new technology that helps people to be safe and secure in their home. It covers new equipment such as fall detectors, gas detectors and systems for monitoring a person's health (this is usually called Telemedicine).

## Appendix 2: Key Local Drivers and National Strategy Documents

### Local Strategy Documents

- Older People's Commissioning Strategy, 2006-2009
- A Vision for Ageing, 2005
- Supported Accommodation Strategy, 2006
- Derby Public Health Strategy, 2005-2010
- Affordable Warmth Strategy, 2002
- Older People's Housing Strategy, 2007
- Carers Strategy, 2007
- Older People's Prevention Strategy, 2007
- Derby Joint Local Transport Plan 2006-2011
- Derby's 2020 Vision: A city for all ages 2006-2009
- Derby City Council e-Derby Strategy, 2003-2005
- Equality and Diversity Plan, 2005-2008

**Key National Policy Documents**

	<b>Policy</b>	<b>Summary</b>	<b>What this means for Derby</b>
<b>National Documents</b>	<b><i>Our Health, Our Care, Our Say:</i></b> Department of Health, DOH, 2006	A focus on early intervention; health promotion; local services; joint working with health and the voluntary and community sector; and seizing opportunities to promote physical and emotional well-being of vulnerable adults and older people are some of the key priorities. There is a focus on giving people 'more choice and a louder voice'; tackling inequalities and improving access to community services; and providing more support to people with long-term needs.	<ul style="list-style-type: none"> <li>➤ We need to work in partnership to develop services for older people</li> <li>➤ Service user involvement is key to gather information about wants and needs to make sure services are responsive, efficient and effective</li> </ul>
	<b><i>Opportunity Age:</i></b> Department of Work and Pensions, DWP, 2005	The cross-departmental government strategy clarifies priorities for older people across a range of aspects of life or 'dimensions' such as employment opportunities, more choice and control and better health	<ul style="list-style-type: none"> <li>➤ Need to work together at a local level to bring about 'person-centred' services</li> </ul>
	<b><i>A Sure Start for Older People:</i></b> Department for Communities and	Priorities include reducing inequalities in health and well-being. Prevention, person-centred care and services delivered in partnership at a local level and neighbourhood level are heavily	<ul style="list-style-type: none"> <li>➤ Wellbeing and social inclusion are key for older people. We need to work together to</li> </ul>

	<p>Local Government, DCLG, 2006</p> <p><b><i>A New Ambition for Old Age – Next Steps in Implementing the NSF for Older People</i></b>: DOH, 2006</p> <p>Carers legislation – <b><i>Carers (Recognition and Services) Act 1995; Carers (Equal Opportunities) Act 2004</i></b></p> <p><b><i>A Stronger Local Voice</i></b>*: DOH, 2006 &amp; <b><i>Excluded Older People</i></b>**: DCLG, 2005</p> <p><b><i>Strong and Prosperous communities – The</i></b></p>	<p>emphasised.</p> <p>Updates the National Service Framework of quality standards that set out key priorities and actions required to improve health and social care services for older people. Key objectives include promotion of Independence, Well-being and Choice, plus Healthy Ageing</p> <p>The right to a Carers Assessment for older people who provide care, or people who care for them, if this commitment is “regular and substantial”.</p> <ul style="list-style-type: none"> <li>- the right, when eligible, to support services for carers as above</li> <li>- the right for carers to have education, work &amp; leisure considered in assessments</li> </ul> <p>* Outlines the intention to set-up joint health and social care service user forums known as LINKs, Local Involvement Networks, to inform development and look at service quality</p> <p>**Guidance to promote service user involvement in design and delivery of services.</p> <p>Central government commitment to involving communities in local government and strengthening accountability</p>	<p>plan services that respond to needs</p> <ul style="list-style-type: none"> <li>➤ This sets out key standards to address a range of older peoples needs that we need to address together in partnership</li> <li>➤ Supporting carers in critical to make sure we reduce pressure and promote wellbeing for the carer, and prevent a breakdown of support for the person cared for</li> <li>➤ Service users are essential partners in the commissioning process. Services should be accountable to local people.</li> <li>➤ Further emphasis on local accountability to services will be</li> </ul>
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	<p><b>Local Communities White Paper</b> DCLG, 2006)</p> <p><b>*Sustainable Communities: Homes for All:</b> DCLG, 2005</p> <p><b>**Quality and Choice for Older People's Housing: a strategic framework:</b> DCLG, 2001</p> <p><b>The Future of Transport:</b> Department for Transport, DfT, 2004</p> <p><b>'Everybody's Business. Integrated mental health services for older adults: A service development guide':</b> DOH, 2005</p>	<p>*Five year strategy detailing key ways to develop housing and housing support for all sections of the community</p> <p>**Sets out five key priorities of diversity and choice; information and advice; flexible service provision; quality and joint working</p> <p>Sets out national guidance for accessible transport systems for everyone</p> <p>Key priorities for older people with mental health needs include improving information for older people and their carers and staff training; a person-centred approach; commissioning processes involving all key partners; fighting age discrimination; and meeting the diverse and varied cultural needs of older people.</p>	<p>matched with activities such as LINKs</p> <ul style="list-style-type: none"> <li>➤ Importance of promoting decent housing, access to information and choice, and older people's ability to remain independent in their homes for longer</li> <li>➤ Transport systems need to reflect local needs and help maintain independence</li> <li>➤ We need to work in partnership to support older people with existing or emerging mental health needs</li> </ul>
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### Appendix 3: Population projections for Older People

Population aged 65 and over, in five year age bands, projected to 2025

	<b>2008</b>	<b>2010</b>	<b>2015</b>	<b>2020</b>	<b>2025</b>
People aged 65-69	9,800	10,600	12,100	11,200	12,300
People aged 70-74	9,100	9,100	9,900	11,400	10,600
People aged 75-79	7,800	7,800	8,000	8,900	10,300
People aged 80-84	5,900	6,000	6,200	6,600	7,400
People aged 85 and over	5,100	5,300	6,000	6,700	7,600
Total population 65 and over	37,700	38,800	42,200	44,800	48,200

Figures may not sum due to rounding

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#### Notes:

Figures are taken from Office for National Statistics (ONS) subnational population projections by sex and quinary age groups. The latest subnational population projections available for England are based on the 2004 mid year population estimates and project forward the population from 2005 to 2029. Long term population projections are an indication of the future trends in population by age and gender. The projections are derived from assumptions about births, deaths and migration based on trends over the last five years. The projections do not take into account any future policy changes.

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Urdu

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