

# Derby Older People's Plan

**Making Derby a better place for people over 50**

**DRAFT Version 2.2 –  
Produced August 2007**

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## Foreword

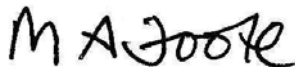
The Derby Older People's Plan sets out Derby City Partnership's vision for older people within the city. It marks an important shift in the way we view our public services, and highlights the need to listen and respond to what our older citizens are telling us they want. Services need to be built around 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 develop and improve our services in partnership.

'Opportunity Age: Meeting the challenges of ageing in the 21<sup>st</sup> century'<sup>1</sup> is a national document that identifies key priorities to make sure older people live long, healthy and fulfilling lives. The key themes from 'Opportunity Age' (hyperlink) have been adapted within Derby Older Peoples Plan to create a local framework so that we can work together to create better services.

Derby Older People's Plan has built on previous work in the city on a 'Vision for Ageing'. In Derby there is a history of strong support and involvement of local people who are committed to improving outcomes for older citizens. 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.

The Older People's Strategy highlights our achievements and priorities across a range of key themes which are of particular relevance:

1. Housing and The Home
2. Information and Access to Services
3. Income
4. Getting out and about
5. Social activities, networking and keeping busy
6. Health and Healthy Living
7. Neighbourhood

The plan also contains key contact details and references other documents so that people can get further information. As part of the consultation process, we have worked alongside local people, older peoples' groups, and our partnership agencies to make sure this document reflects older peoples' needs and aspirations.

### Note to readers:

A glossary 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

## Definitions: Who Is 'Older'?

'Older people' are not one, uniform group; this strategy reflects the need to consider their broad and changing needs. This plan mirrors the '*National Service Framework for Older People*' definition of 'older people' as spanning from those who are 'entering old age' and therefore as young as 50, to those who are 'frail older people' and therefore may have specific health or social care needs.

## Objectives

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

- To create a partnership vision demonstrating our commitment to older people
- To provide a framework to make sure that older people are enabled to be active partners in decisions that affect their lives.
- To develop accessible information, support and timely interventions to promote wellbeing and independence.

## A Brief Picture of Older People in Derby

Derby is the **fastest growing city in the East Midlands**, with a current population of around 235,000<sup>2</sup> people in total.

Derby has an **ageing population**. Estimates suggest that by 2025 there will be 7,600 people aged 85 and over. The numbers of people aged 50 and over will increase to 94,400 by 2025<sup>3</sup> - representing a massive 38% of the total 2025 city population. Our services will need to respond to changing needs including health. For example, age related conditions such as dementia will become more common amongst older citizens.

Other things we need to take into account include the fact that significant numbers of older people **live alone** or within **communal residencies** such as sheltered housing<sup>4</sup>.

A **significant proportion** of the older population provides **informal care** for a friend or family member<sup>5</sup>.

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<sup>2</sup> ONS 2004 estimate

<sup>3</sup> ONS 2004 estimate

<sup>4</sup> The 2001 census identified that 2.78% of over 50's live in communal residencies; 34.49% lived alone

<sup>5</sup> Census data 2001

Some areas of the city have **greater populations of older people** than others<sup>6</sup> - see figure 1 below. There are also known **health inequalities** in Derby meaning that life expectancy varies by as many of 8 years across electoral wards.<sup>7</sup>

There is a growing population of older people from **Black and Minority Ethnic, or BME Backgrounds**<sup>8</sup> meaning we need to understand and respond to older peoples' needs from diverse backgrounds.

### Figure 1: Older People aged 65 and over within Derby

## Our Commitment to Diversity

Insert Derby City Partnership statement of meeting diverse needs here

## How to get involved

Derby has strong decision-making partnerships, and works alongside older people and their representatives to plan and develop services that respond to local needs. To read more about how these work and how to get involved please refer to appendix....

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<sup>6</sup> Census data, 2001

<sup>7</sup> Data provided by EMPHO, 2005

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

## **The Seven Dimensions of Independence: How are we working towards improving services for older people?**

### **1. 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.**

What we are doing to achieve this vision:

- Developing a partnership vision for Supported Accommodation
- Developing accommodation options such as Extra Care Housing
- Providing better access to Aids, Adaptations and Technology
- Improving access to Affordable Warmth
- Improving access to housing related support such as home repairs

#### **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 in the night to 'check' on her mother.

Following a referral from Adult Social Services, a joint assessment with Care Link was made and a bed occupancy sensor was fitted to Mrs A's bed. This technology is an example of 'Telecare'. 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.

Thanks to this Telecare device, there have been no reported falls by Mrs A at night and she continues to live at home with her daughter. Her daughter can cope better with her caring role as she has the confidence that Care Link will alert her when her mother leaves her bed.

If Telecare had not been provided, the risk that Mrs A would have fallen and been admitted to hospital would have been greater. The caring relationship with her daughter may have ultimately broken down resulting in Mrs A entering residential care.



## **Housing and the Home - key priorities for the future**

- To increase Extra Care Housing to make sure older and vulnerable people have more choices available
- To continue to provide assistance to keep older peoples' homes warm
- Modernise sheltered housing services within the city
- To continue to assist older people to remain independent by providing equipment and technology to those that need it
- To make sure older peoples' homes meet Decent Homes standards

## **Relevant local plans and documents:**

- Supported Accommodation Strategy, 2006 (hyperlink)
- Older People's Housing Strategy, 2007 (hyperlink)
- Adult Social Services' Older People's Commissioning Strategy, 2006-2009
- Derby Preventative Technology Grant Strategy, 2006-2009

## **Relevant national plans and documents:**

**\*Sustainable Communities: Homes for All:** DCLG, 2005

**\*\*Quality and Choice for Older People's Housing: a strategic framework:** DCLG, 2001



## Housing and the Home - Key Contacts

For information about:

- Housing information and options – Derby Direct, tel 01332 293111, minicom 256666
- Aids and Adaptations – Adult Social Services Assessment and Reception, tel 01332 717777, minicom 01332 206180
- Telecare - Care Link, 01332 256063, minicom 01332 256000
- Affordable Warmth – tel 01332 255622, minicom 256555
- Financial and benefits advice – Derby Advice, tel 01332 256550, minicom 01332 256555

Please see also:

**2. Information and Access to Services** (information about internet access and local information developments)

([hyperlink](#))

**3. Income** (information about benefits and how to access advice)

([hyperlink](#))

**4. Getting Out and About** (information about transport options)

([hyperlink](#))

**5. Social activities, networking and keeping busy** (local activities)

([hyperlink](#))

**6. Health and Healthy Living** (includes information about what support is available to help people remain independent within the home for longer)

([insert hyperlink](#))

**7. Neighbourhood** (how to get involved in local decision making and get access to community safety support and advice)

([hyperlink](#))

## 2. 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.**

What we are doing to achieve this vision:

- Working with and supporting The Voluntary and Community Sector
- Providing all residents with 'Your Derby' free publication
- Providing information about transport through 'Going Places'
- Providing access to the internet and other services through libraries
- Develop a single point of contact for Council services: 'Derby Direct'

### **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.

### **Information and Access to Services – key priorities**

- Improve access to information by looking at options of a Community Drop-in Centre

- Continue to work in partnership to identify where we can improve and develop information and communication for older people
- Provide a single point of access for legal advice through the CLAC – a Community Legal Advice Centre
- Continue to work in partnership with the Voluntary and Community Sector to improve information and access to services

#### Further Information

- Derby City Council e-Derby Strategy, 2003-2005

**Information and Access to Services – key contacts**

For information about:

- Benefits, debt, and money advice - Derby Advice, tel 01332 256550, minicom 01332 256555
- Voluntary Sector services and activities – CVS, tel 01332 346266, minicom 01332 341576
- The 'Going Places Guide' – tel 01629 580000 ext. 6732, minicom 01629 585400
- Derby Libraries including 'LidNet' information service – tel 01332 716607, minicom 01332 380712
- A wide range of council services – Derby Direct, tel 01332 293111, minicom 256666
- A range of health services and support available – PALS, 08000 323235, minicom 01332 369301

**Please see also:**

**1. Housing and the Home** (how to access aids and adaptations and information about housing options)

([hyperlink](#))

**3. Income** (how to access support with retirement and benefits advice)

([hyperlink](#))

**4. Getting Out and About** (information about community transport)

([hyperlink](#))

**5. Social activities, networking and keeping busy** (learning and voluntary sector activities)

([hyperlink](#))

**6. Health and Healthy Living** (how to access health and social care services)

([hyperlink](#))

**7. Neighbourhood** (how to access Crime Prevention services and Neighbourhood Forums)

([hyperlink](#))

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### 3. Income

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

What we are doing to achieve this vision:

- Working in partnership with key organisations such as Adult Social Services and the Acute Trust to maximise and benefits entitlement
- Promoting access to Retirement Planning

#### 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

#### Income – Key Priorities

- Continue to work in partnership to maximise older peoples' access to benefits
- Make sure training is available to organisations working with older people to help identify benefit entitlement
- Continue to provide retirement planning

#### Further Information

- Affordable Warmth Strategy, 2002

## Income – Key Contacts

For information about:

- Employment opportunities – Jobseeker Direct, tel 0845 6060234, textphone 0845 6055255
- Retirement Planning – Adult Learning Service, tel 01332 717900, minicom 01332 716709
- Benefits, financial and legal advice – Derby Advice, tel 01332 256550, minicom 01332 256555

## Please see also:

1. Housing and the Home (information about help with keeping your home warm)

([hyperlink](#))

2. Information and Access to Services (where to get information about how to access advocacy)

([hyperlink](#))

4. Getting Out and About (information about how to access affordable community transport)

([hyperlink](#))

5. Social activities, Networking and Keeping Busy (information about training opportunities and voluntary sector services)

([hyperlink](#))

6. Health and Healthy Living (information about Direct Payments and health related support including support for carers)

([hyperlink](#))

7. Neighbourhood (support and community safety advice and information)

([hyperlink](#))



#### 4. 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.**

What we are doing to achieve this vision:

- Development of the Derby Joint Local Transport Plan
- Improving accessibility of transport systems
- Providing access to cheaper travel
- Providing access to Community Transport

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

Derwent Community Team has 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. The scheme supports people with mobility restrictions to access GP appointments, local shops, and helps maintain family and social contacts.

#### Getting Out and About – Key Priorities

- To make sure people without a car have good access to GPs and food shops
- To improve the accessibility of bus services
- To improve transport accessibility for older and disabled people
- To reduce the number of people who feel unsafe when using transport services at night
- To develop Community Transport to provide accessible and responsive services

#### Relevant local plans and documents:

- Derby Joint Local Transport Plan 2006-2011

#### Relevant national plans and documents:

***The Future of Transport:*** Department for Transport, DfT, 2004

## Getting Out and About – Key Contacts

- Community Transport Options – Derby Community Transport, tel 01332 370514, fax 01332 203525
- Gold Card – tel, 0845 605 8058, minicom 01629 585400
- Blue Badge – tel, 01332 256764, minicom, 256666
- 'Going Places' guide – tel 01629 58000, minicom 01629 585400
- Derby City Bus Timetable Details plus Park and Ride – tel 0870 6082608
- Derby cycling routes and walking – Derby Tourist Information Centre, tel 01332 255802, minicom 01332 255803

## Please see also:

1. Housing and the Home (information about housing related support)

([hyperlink](#))

2. Information and Access to Services (including the 'Going Places Guide')

([hyperlink](#))

3. Income (information about how to access benefits advice)

([hyperlink](#))

5. Social Activities, Networking and Keeping Busy (information about what training opportunities and voluntary sector activities are available)

([hyperlink](#))

6. Health and Healthy Living (information about how to keep active and healthy)

([hyperlink](#))

7. Neighbourhood (information about how to keep safe and get involved in local decision-making)

([hyperlink](#))

## 5. Social activities, Networking and Keeping Busy

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

What we are doing to achieve this vision:

- Providing a wide range of services, activities and support through the Voluntary and Community Sector
- Working in partnership to assist social contact between generations
- Providing access to opportunities for fun and learning
- Promoting access to cultural events and activities
- Promoting access to volunteering
- Developing Peer Support for older people

### **Case Study : 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.

### **Social Activities, Networking and Keeping Busy – Key Priorities**

- Continue to support voluntary sector activity around social contact, promoting independence and well being
- Review of older people's grant funding for luncheon clubs
- Reduce isolation and increase ability to cope with issues such as bereavement
- Work in partnership to develop an understanding of social needs, and expand ways of meeting these needs through day care options

## Further Information

- Adult Social Services' Older People's Commissioning Strategy, 2006-2009
- Supported Accommodation Strategy, 2006
- Derby Public Health Strategy, 2005-2010
- Joint Commissioning Framework for the Third Sector

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## Social Activities, Networking and Keeping Busy – Key Contacts

For information about:

- Voluntary Sector services and activities – Derby CVS, tel 01332 346266, minicom 01332 341576
- Local events and activities – Derby Tourist Information Centre, tel 01332 255802, minicom 01332 255803
- Local learning opportunities – Adult Learning Service, tel 01332 717900, minicom 01332 716709

## Please see also:

1. Housing and the Home (information about what housing related support is available)

([hyperlink](#))

2. Information and Access to Services (information about the 'Going Places Guide')

([hyperlink](#))

3. Income (information about how to access benefits advice and retirement planning)

([hyperlink](#))

4. Getting Out and About (information about how to access community transport)

([hyperlink](#))

6. Health and Healthy Living (information about how to keep active and healthy)

([hyperlink](#))

7. Neighbourhood (information about how to keep safe and get involved in local decision-making)

([hyperlink](#))

## 6. 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.**

What we are doing to achieve this vision:

- Working together to reducing delayed transfers from hospital
- Improving Intermediate Care services
- Helping people to stay independent at home
- Providing access to choice and control through Direct Payments
- Developing better support for carers
- Delivering local public health initiatives including sport and fitness
- Developing support for people with mental health needs
- Working with the Voluntary and Community Sector

### **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.

### **Health and Health Living – Key Priorities**

- To reduce the number of emergency unscheduled acute and community hospital bed days occupied by older people
- Reduce delayed transfers of care from hospital
- Make sure all older people are assessed for rehabilitation potential and referred onto appropriate agencies

- Make sure all older people have access to good nutrition whilst in hospital
- To develop a strategic approach for supporting carers
- Develop a shared understanding of the health and social care needs of local older people to help improve services
- Modernise homecare services by focusing in-house services on those that need them most
- Improve opportunities for older people to receive rehabilitation and support to promote independence
- Consider and respond to the mental health needs of older people
- Increase support for people with Long Term Conditions to enable them to access appropriate services and self-manage their conditions
- Continue to support older people to live at home through social care and partnership interventions, and reduce the numbers of people admitted to residential care
- Work in partnership to promote dignity in care and reduce the numbers of older people suffering abuse

#### Relevant local plans and documents:

- Adult Social Services' Older People's Commissioning Strategy, 2006-2009
- Supported Accommodation Strategy, 2006
- Derby Public Health Strategy, 2005-2010
- Carers Strategy, 2007
- Joint Public Health Strategy -

#### Relevant national documents:

***Our Health, Our Care, Our Say:*** Department of Health, DOH, 2006

***A New Ambition for Old Age – Next Steps in Implementing the NSF for Older People:*** DOH, 2006



## Health and Health Living – Key Contacts

For information about:

- Adult Social Services – Assessment and Reception, tel 717777, minicom 01332 206180
- Out of Hours support - Care Line, tel 01332 711250, minicom 01332 711255
- Emergency monitoring systems- Care Link, tel 01332 256062, minicom 01332 256000
- Local health services information – Patient Advice and Liaison Service, PALS, tel 0800 323235, minicom 01332 369301
- Adult Protection concerns – Derbyshire County Council, tel 0845 6058058, minicom 01629 585400
- Advocacy services – Disability Direct, tel 01332 299449, minicom 01332 368585 or Age Concern, tel 01773 768240, fax 01773 766924
- Health concerns – NHS Direct tel 0845 4647, minicom 0845 6064647
- Keeping Active – Derby City Council Sports and Leisure, tel 01332 715670, minicom 01332 256666
- Voluntary Sector services and activities – Derby CVS, tel 01332 346266, minicom 01332 341576
- Local learning opportunities and activities – Adult Learning Service, tel 01332 717900, minicom 01332 716709
- Carers Support – Derbyshire Carers Association, tel 01332 200002, fax 01773 512288
- Mental Health Support and Advice – Please contact your local GP

## Please see also:

1. Housing and the Home (information about housing related support)

(hyperlink)

2. Information and Access to Services (information about advocacy and how to access information about services)

([hyperlink](#))

3. Income (for information about the local partnership approach to benefits)

([hyperlink](#))

4. Getting Out and About (how to access community transport)

([hyperlink](#))

5. Social Activities, Networking and Keeping Busy (how to access a range of voluntary sector activities and local learning opportunities)

([hyperlink](#))

6. Neighbourhood (how to access volunteering and local decision-making)

([hyperlink](#))

## 7. 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**

What we are doing to achieve this vision:

- Neighbourhood working - to develop Safer, Stronger Neighbourhoods
- Providing access to crime prevention support
- Providing free 'Home Fire Safety Checks' and smoke alarms plus specialist fire safety devices for those with sensory impairments
- Working to reduce the fear of crime
- Getting people involved in local decision making
- Promoting access to volunteering

### 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.

### Neighbourhood – Key Priorities

- Increase older people's involvement in local decision-making
- Reduce fear of crime and anti-social behaviour amongst older citizens
- Promote opportunities to support older people within the community on a voluntary basis

- Raise awareness of fire safety through awareness raising and targeted work
- Raise awareness of distraction burglary through working with older people, their families and key agencies that deliver services to older people

## Further Information

Community Safety Partnership Strategy?

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## Neighbourhood – Key Contacts

For information about:

- Crime Prevention - Crime Prevention Team, tel 01332 222077, minicom 01332 256900
- Derbyshire Fire and Rescue Services – tel 01332 345440, minicom 01332 271900
- Domestic Violence – Hadhari Nari tel, 01332 270101, minicom 01332 270101 or the National Domestic Violence Charity - 24 hour national helpline, tel 0808 2000 247
- Anti -Social Behaviour – tel, 01332 256846, minicom 01332 256900
- Non-emergency police number – tel 0845 123 3333, minicom 0845 6049010
- Street-Scene and information about Neighbourhood Forums - Derby Direct, tel 01332 293111, minicom 256666

## Please see also:

1. Housing and the Home (how to access housing related support)

([hyperlink](#))

2. Information and Access to Services (information about advocacy and the 'Going Places Guide')

([hyperlink](#))

3. Income (how to access benefits advice and retirement planning)

([hyperlink](#))

4. Getting Out and About (how to access community transport)

([hyperlink](#))

5. Social Activities, Networking and Keeping Busy (how to access a range of voluntary sector activities and local learning opportunities)

([hyperlink](#))

6. Health and Healthy Living (information about how to keep active and safe)  
([hyperlink](#))

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## Appendices

### Local Decision-Making Partnerships: How to get involved

Derby City Partnership 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, PCT, 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**'.

The LAA feeds into '**Healthy City**', a strategic group within **Derby City Partnership - Derby's Local Strategic Partnership, LSP**, which 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 Council services including transport and Adult Social Services; PCT, Acute Hospital Trust, Mental Health Trust, Derbyshire Fire and Rescue; Housing, Pension Service, voluntary sector, Derbyshire Police, local regeneration partnerships and older peoples' groups. This forum addresses key issues and provides an opportunity to work in partnership to provide solutions. The DOPSPP reports to the Healthy City Executive as part of DCP

### Local Older Peoples' Champions

Derby City Council and its statutory partner agencies each have a dedicated '**older people's champion**' who actively makes sure that their organisation responds to older people's views. For more information about how to contact these champions, please see overleaf.

### Local Engagement with Older People

The Council and its partner agencies work together to make sure older people are involved in local decision-making and are that their views are heard. The two main ways that this happens are through **Derby Seniors' Forum** and the **Older Peoples' Cluster**. Derby Senior's Forum is a Council supported group for individual citizens aged 50 and over. The **Older People's Cluster** exists as part of Derby Community Network and is a key way for older people's community and voluntary organisations to get involved.



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 perspectives from outside the city to the older people's planning process. There is also a long-standing local involvement with Better Government for Older People – BGOP.

### **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 is led by Derbyshire Police and provides an opportunity to share information and to receive feedback on services and local issues. Representatives of local older people's 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 the Diversity within the city**

Derby CVS and Derby Community Network Team help to link the Older People's Cluster to other relevant 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 key forums and groups work together and that a wide and balanced picture of older people's needs is gathered.

### **Case Study – Commitment to responding to diversity**

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.

## How to get involved – key contact details

For information about...

Derby Seniors' Forum – please contact

- The Chair of the Management Committee: Ann Crosby, tel 01332 559185 or e-mail [ann.crosby1@tiscali.co.uk](mailto:ann.crosby1@tiscali.co.uk) or...
- The Council's Older Peoples' Consultation Officer: Richard Talaska tel 01332 258416, Minicom 01332 258427

The Older Peoples' Cluster – please contact Kath Cawdell, Health and Social Care Partnership Officer, tel 01332 227733, minicom 01332 341576

## To contact your local Older Person's Champion:

For Council services – Councillor Robin Turner, tel 01332 255822, minicom 256666

For Primary Care Trust Services -

For Acute Hospitals Trust Services -

## Appendix 1: Glossary of key terms

Aids and 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
Better Government for Older People, BGOP	A national movement of organisations working in partnership to change attitudes and services for older people across the country
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
Delayed Transfers	Patients are delayed in hospital when they are fit to their return home or place of residence
Derby Community Network, DCN	A Network of voluntary and community groups in Derby that enable these groups to have more of an influence in the way the city is run
DOPSP	Derby Older People's Strategic Planning Partnership – a multi-agency group that meets to discuss, agree and act on key priorities for older people
Direct Payments	Payments given to individuals to choose, organise and pay for the social care services they need, rather than using the services offered by their local authority
Distraction Burglary	Any crime where a falsehood, trick or distraction is used on an occupant of a dwelling to gain, or try to gain access to the premises to commit burglary
East Midlands Older People's Advisory Group, EMOPAG	Derby has three elected representatives that attend this regional forum for older people, that in turn feeds into a national forum – UK Older Peoples' Advisory Group
Extra Care	Sometimes called "very sheltered housing". People get a

Housing	home for life. They receive home care and support in their own home. They remain Tenants or owners
Fuel Poverty/ Affordable Warmth	Where someone has to pay a higher proportion of their income to keep warm than they can afford
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 area agreements, LAAs	Three year agreement that sets out the priorities for a local area in certain policy fields as agreed between government, local authority and other partners
Local Strategic partnership, LSP	The bringing together at a local level of public, private, voluntary and community organisations to tackle local issues
Long Term Conditions	Conditions, such as diabetes, asthma and arthritis that cannot currently be cured, but whose progress can be managed and influenced by medication and other therapies
NSF, National Service Framework For Older People	Guidelines from the Government on how health and social services can improve services for older people
PALS - Patient Advice and Liaison Services	Services that provide information, advice and support to help patients, families and their carers
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 partner agencies including housing and Adult Social Services to assess and plan for provision of services to meet identified needs
Rehabilitation	This is where health, social care services and housing work together to help people live independently
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
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	The way the government tries to improve housing related

People - SP	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
Telecare	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
Voluntary and Community Sector	Groups set up for public or community benefit such as registered charities, and non charitable non profit organisations and associations.

DRAFT

## **Thanks to everyone who has given feedback about this plan. In response to your comments we have...**

- Made the document shorter and easier to understand
- Added some key contact details
- Made sure that we cross-reference information within different sections of the plan

## **Some of your key points and priorities that have been included...**

- Improve information about what housing options are available including advice about equity release
- Expand outreach library services to reduce isolation and help people access
- Look into developing a community resource centre for older people and the wider community
- Provide training to reduce falls and offer follow-up support
- Work towards involving and engaging more older people and their carers in local decision-making and forums
- Making sure older people in residential or care settings have dignity
- Involve the voluntary sector to help promote health and well-being and to reach isolated people
- Making sure older people have their say in local decisions by making Neighbourhood Forums more accessible

## **What we will do with the rest of your feedback...**

- Gather all the comments and feed back to people who have contributed
- Take your suggestions and priorities forward within the local planning partnership – DOPSPP
- Work towards developing a revised Older People's Plan next year that captures your feedback and priorities

## Acknowledgements

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The Derby Older Peoples Strategic Planning Partnership for their support in developing the plan.

## How to request this document in other formats

We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 255669, Minicom 01332 258427

Insert other languages here...Urdu; Punjabi and Hindi