

# **Pendle's Older People's Plan 2015-2018**

Outcome	In Pendle, this means that older people will:
1. Older people should have sufficient financial security to maintain their quality of life	<ul style="list-style-type: none"> <li>• Have a suitable income</li> <li>• Have the opportunity to work if they want</li> </ul>
2. Older people should have access to mainstream services	<ul style="list-style-type: none"> <li>• Have access to good quality information, advocacy and advice</li> <li>• Improved access to services</li> </ul>
3. Older people should be healthy and well	<ul style="list-style-type: none"> <li>• Be physically, mentally and emotionally healthy</li> <li>• Have good social networks</li> <li>• Have access to a range of activities</li> </ul>
4. Older people should feel safe and supported	<ul style="list-style-type: none"> <li>• Receive suitable support</li> <li>• Feel safe at home and in their community</li> <li>• Have suitable and decent accommodation</li> </ul>
5. Older people should have the opportunity to make a positive contribution	<ul style="list-style-type: none"> <li>• Be able to contribute to community life</li> <li>• Be able to build links with younger people</li> <li>• Be free from discrimination</li> <li>• Play and active part in decision-making</li> </ul>

# Key local actions to support delivery of the outcomes

## Action Plan 2015- 2018

What we aim to do	How we will do this	Due Date	Lead	What will 'success' look like?
<b>Outcome 1: Older people should have sufficient financial security to maintain their quality of life</b>				
1.1 Better promote the advice that is available on pensions, savings and benefits for older people	Collate contact details for all Pendle organisations that can provide this	April 16 July 16 Oct 16 Jan17	PSG	Updates discussed at meeting and contact list updated quarterly.
	Circulate and promote what is available	April 16 July 16 Oct 16 Jan17	PSG	All group members to cascade at least 30 copies each quarter
	Groups and services to be invited to attend and present to PSG	Feb 16 April 16 June 16 Aug16 Oct 16 Dec 16	PSG	Presentations on services/ groups delivered every other month to group
<b>Outcome 2: Older people should have access to mainstream services</b>				
2.1 Promote access to Lancashire Library Service	Determine the level of outreach services that Lancashire Library Service provide in Pendle	May 16	PSG	Understanding and knowledge of current provision

	Encourage usage of remaining Pendle libraries	Sept 16	PSG	Knowledge and understanding amongst older people of Pendle's library offer
2.2 Improve access to 'online' services	Ensure the basic computer courses at libraries are suitable for older people	Mar 17	Libraries	Feedback provided by the group on basis computer courses
	Promote the basic computer courses available in Pendle	Mar 17	Libraries	Knowledge of computer courses available
	Promote Facebook groups specifically for older people and/or their carers	Jul 17	PBC (Comms Team)	Increased links to relevant Facebook pages/ groups
2.3 Promote Luncheon Club offer	Pull together information on all remaining luncheon club provision	April 16 July 16 Oct 16 Jan17	PSG	Luncheon clubs to be included in contact list and updated accordingly (see 1.1)
	Promote luncheon club provision widely	April 16 July 16 Oct 16 Jan17	PSG	All group members to cascade at least 30 copies of contact list each quarter
2.4 Improve customer experience for older people on public transport	Work with bus and train companies operating in the borough to ensure the needs of older people are met	Sept 16	PSG	Presentation by bus/ train operators delivered to group

	Review customer experience to see if improvements have been made	Sept 17	PSG	Feedback to bus/ train operators followed up
2.5 Increase awareness of the different services and activities in Pendle for older people	Support Pension Fairs throughout Pendle.	Mar 17	PSG	PSG presence at minimum of 1 Pensioners Fair
	Inform PBC of updates for PBC's website.	Mar 17	PSG	PBC to update website quarterly
	Promote Older People's Day in Pendle (1 <sup>st</sup> Oct )	Oct 16	PSG	2 press releases issued
	Collate and circulate key contacts for services and grassroots support	Oct 16	PSG	Contact list to be disseminated widely around Older People's Day
<b>Outcome 3: Older people should be healthy and well</b>				
3.1 Increase uptake among older people of the Cosy Homes in Lancashire scheme	Promote CHiL amongst older people	Dec 16	PBC (Paul Lloyd)	20% increase of uptake of the CHiL scheme by older people
	Promote Home Energy Advice service	Dec 16	PBC (Louise Parish)	Community energy surgeries delivered in conjunction with other partners (pending on funding)
3.2 Consider opportunities to develop preventative interventions	Develop Falls Prevention DVD	April 16	PSG	DVD produced
	Widely disseminate DVD	Sept 16	PSG	DVD disseminated

3.3 Overview and Scrutiny function to continue addressing issues relating to older people	Seek views from older people on the Scrutiny work plan		PBC (Sarah Waterworth)	PSG to inform scrutiny work programme 16/17
3.4 Increase referrals to the Lancashire Wellbeing Service	Widely promote LWS	Dec 16	LWBS	Increased number of older people accessing service
3.5 Deliver the Disabled Facilities Grant programme effectively in Registered Providers Properties	Develop protocol/Service level agreement with Registered Providers for delivery and funding of adaptations	Oct 16	PBC (Paul Lloyd)	Service level Agreements developed
	Implement the new protocols	Mar 17	PBC(Paul Lloyd)	New protocol implemented and monitored
3.6 Encourage older people to keep well and healthy	Promote Up & Active opportunities for older people	Sept 16	PLT (Clive Escreet)	Increased uptake of older people in physical activity
<b>Outcome 4: Older people should feel safe and supported</b>				
4.1 Improve perceptions of crime and feeling of safety for older people	Promote real statistics to demonstrate that perceptions don't necessarily match reality	Mar 17	CSP (Geoff Whitehead)	6 monthly press releases issued
	Ensure Community Safety Action Plans consider issues for older people	April 16	CSP (Geoff Whitehead)	Actions supporting older people captured in CSP Plan
	Ensure that older people at risk of harm from ASB can be risk assessed by any	April 17	CSP (Tim Horsley)	Increased number of older people accessing ASBRAC

	agency and referred to ASBRAC for support			
	Ensure that older people affected by activity or conditions which are detrimental to the quality of life in their area are referred to the Community Protection Team for support	April 17	CSP (Tim Horsley)	Increased number of people accessing Community Protection Team
	Keep PSG members informed of 'Think Jessica' campaign and other scam prevention initiatives	Dec 16	CSP (Geoff Whitehead)	Information circulated to PSG about various campaigns
<b>Outcome 5: Older people should have the opportunity to make a positive contribution</b>				
5.1 Participate in consultation exercises to influence future service delivery	Respond to LCC budget proposals consultation	April 16	PSG	Bus subsidy consultation completed
5.2 Be part of the Older People's Network	Attend network meetings and disseminate examples of good practice	Mar 18	PBC (Older People Champion)	Quarterly meetings attended and feedback given to PSG
	Continue to subscribe to Older People's Network	Mar 18	PBC (Older Peoples Champion)	Annual membership subscription renewed
5.3 Support the work of Pendle's Dementia Action Alliance	Support delivery of Dementia Friendly actions	Mar 18	PSG	PSG representation on Task Groups and involved in dementia Awareness Week
5.5 Promote and encourage volunteering opportunities for older people	Disseminate widely volunteering opportunities throughout Pendle	Mar 17	BPRSCV (Irene Harding)	Volunteering opportunities circulated to PSG quarterly

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