

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

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	Progress
Outcome 1: Older people should have sufficient financial security to maintain their quality of life				
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 have been sent to PBC Completed- list produced and distributed
	Circulate and promote what is available	April 16 July 16 Oct 16 Jan17	PSG	FEB 1 st Speaker Mark Harris, Disability Equality North West, gave info and advice on Attendance Allowance and Disability Living Allowance.
	Groups and services to be invited to attend and present to PSG	Feb 16 April 16 June 16 Aug16 Oct 16 Dec 16	PSG	May 9 th David Harris, Speaker, Financial Advice from Pendle Credit Union. Aug 7 th AGM, MP Andrew Stephenson gave an update to the Care Act. Sept 7 th Speaker Lynda Clegg , CA,B Benefits Information. Oct 3 rd Speaker, Dave Mullin from St. Vincent's updated PSG members on new price list and further jobs which could be undertaken. Nov. 7 th Speaker Anne Oliver, AGE UK. Information given about the latest from the

				organisation.
Outcome 2: Older people should have access to mainstream services				
2.1 Promote access to Lancashire Library Service	Determine the level of outreach services that Lancashire Library Service provide in Pendle	May 16	PSG	PSG members were all encouraged to complete Questionnaires, Petitions and Consultations regarding what they used their Library for and also to save their Library.
	Encourage usage of remaining Pendle libraries	Sept 16	PSG	
2.2 Improve access to 'online' services	Ensure the basic computer courses at libraries are suitable for older people	Mar 17	Libraries	List produced and updates sent to PBC PSG Forum members cascaded copies of the contact list. County Councillor John Fillis was a speaker at the Fifty Plus Assembly and members from all LCC Forums were able to let him know of our concerns.
	Promote the basic computer courses available in Pendle	Mar 17	Libraries	
	Promote Facebook groups specifically for older people and/or their carers	Jul 17	PBC (Comms Team)	
2.3 Promote Luncheon Club offer	Pull together information on all remaining luncheon club provision	April 16 July 16 Oct 16 Jan17	PSG	
	Promote luncheon club provision widely	April 16 July 16 Oct 16 Jan17	PSG	
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	

	Review customer experience to see if improvements have been made	Sept 17	PSG	
2.5 Increase awareness of the different services and activities in Pendle for older people	Support Pension Fairs throughout Pendle.	Mar 17	PSG	The PSG Committee and members have supported pension Fairs whenever possible (leaving flyers, when not possible) Older People's Day celebrated with Afternoon Tea at Bannisters Restaurant for members and a friend.
	Inform PBC of updates for PBC's website.	Mar 17	PSG	
	Promote Older People's Day in Pendle (1 st Oct)	Oct 16	PSG	
	Collate and circulate key contacts for services and grassroots support	Oct 16	PSG	
Outcome 3: Older people should be healthy and well				
3.1 Increase uptake among older people of the Cosy Homes in Lancashire scheme	Promote CHiL amongst older people	Dec 16	PBC (Paul Lloyd)	CHiL has been replaced by the Central Heating Fund which is now administered by BwD. Affordable warmth grant- 17 out of 26 schemes delivered to over 60s in the last 2 years.
	Promote Home Energy Advice service	Dec 16	PBC (Paul Lloyd)	Need to review. Although service exists, capacity significantly reduced to promote service

3.2 Consider opportunities to develop preventative interventions	Develop Falls Prevention DVD	April 16	PSG	DVD widely distributed within Pendle along with LCC, the other 9 Older Peoples Forums within Lancashire and the Health Minister.
	Widely disseminate DVD	Sept 16	PSG	
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 (Lynne Rowland)	PSG constantly asked for views for Scrutiny work. Although ideas have been discussed, no suggestions were formally submitted in 2016/17.
3.4 Increase referrals to the Lancashire Wellbeing Service	Widely promote LWS	Dec 16	LWBS	LWS attended outreach events such as dementia awareness days.
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 now in place with Registered Providers and protocols now being implemented.
	Implement the new protocols	Mar 17	PBC(Paul Lloyd)	
3.6 Encourage older people to keep well and healthy	Promote Up & Active opportunities for older people	Sept 16	PLT (Clive Escreet)	
Outcome 4: Older people should feel safe and supported				
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)	Need to review this action .This is a difficult message to get over particularly as violent crimes and burglaries which create anxiety have increased and the fact that some older

				people are statistically proven to be the preferred target of certain types of offences particularly scams and doorstep crime.
	Ensure Community Safety Action Plans consider issues for older people	April 18	CSP (Geoff Whitehead)	The CSP in their 3 year strategy chose Road Safety and Older People as action areas .Road safety was the focus for 2016/17 will move onto crime prevention for older people in 2017/18. We have reviewed with the police the Take up of Pendle's Burglary Scheme has been reviewed with the police, identifying vulnerable elderly for revisit where they have not taken up the scheme.
	Ensure that older people at risk of harm from ASB can be risk assessed by any agency and referred to ASBRAC for support	April 17	CSP (Tim Horsley)	There has been an increase in referrals for older people- there were seven over 60 in 2015/16 and 12 so far for 2016/17
	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)	Need to review this action. DoB not currently recorded. The reporting levels will have been affected by other more significant variables (e.g. access to new legislation with heightened expectations)
	Keep PSG members informed of 'Think Jessica' campaign and other scam	Dec 16	CSP (Geoff Whitehead)	Although PSG do not have the Lead here Keith Sandham from

	prevention initiatives			<p>In The Know gave a presentation at the December 5th meeting regarding safety in the home, scams etc and leaflets were distributed.</p> <p>We have liaised with the PCC on the Think Jessica campaign but more needs to be done to ensure all the right agencies are not only receiving relevant information on scams but are able to disseminate and action appropriately</p>
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Outcome 5: Older people should have the opportunity to make a positive contribution

5.1 Participate in consultation exercises to influence future service delivery	Respond to LCC budget proposals consultation	April 16	PSG	<p>PSG campaigned on the cuts to Sheltered Housing and wrote a Consultation letter to the LCC Team, of their concerns to Older People living in the Pendle area. PSG Forum members have and are supporting the work of the Pendle Dementia Action Alliance. Attendance and promotion was given to the first two events within the Borough and also the forthcoming event in February. (Leaflets are being distributed at present for this forthcoming event.)</p>
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)	
	Continue to subscribe to Older People's Network	Mar 18	PBC (Older Peoples Champion)	
5.3 Support the work of Pendle's Dementia Action Alliance	Support delivery of Dementia Friendly actions	Mar 18	PSG	
5.5 Promote and encourage volunteering opportunities for older people	Disseminate widely volunteering opportunities throughout Pendle	Mar 17	BPRSCV	

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