

Pendle's Older People's Plan 2015-2018

| Outcome | In Pendle, this means that older people will: |
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| 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 Feb 2017 | Progress Sept 2017 |
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| 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 FEB 1 st Speaker Mark Harris, Disability Equality North West, gave info and advice on Attendance Allowance and Disability Living Allowance. 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 | Worked with a PhD student (who had permission from LCC) from Lancaster University whose final paper on Telecare and how the new payment procedure would and will affect the service users and carers. |
| | Circulate and promote what is available | April 16 July 16 Oct 16 Jan17 | PSG | | |
| | Groups and services to be invited to attend and present to PSG | Feb 16 April 16 June 16 Aug16 Oct 16 Dec 16 | PSG | | |

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| | | | | 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. | PSG delivered 280 "Do it on Line " leaflets promoting the new system from the Borough of Pendle |
| | 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 | | |
| | 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) | | |

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| 2.3 Promote Luncheon Club offer | Pull together information on all remaining luncheon club provision | April 16 July 16 Oct 16 Jan17 | PSG | 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. | Letter sent to Andrew Stephenson MP regarding PSG concerns and issues of Driver Controlled trains in this area for e.g purchasing tickets, safety on the trains and also placing the ramp for wheelchair users. Reply from MP and also Mathew Worman, Stakeholder Manager Central Region Northern Rail. Letter sent to County Councillor Andrew Snowden regarding problems on some of the new buses on this Mainline Service. |
| | 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 | Older Peoples Day is being celebrated by PSG on Oct. 5 th 2017 at the Ace centre by joining in with the Pendle over 50's Club for a Social Afternoon entitled "From |
| | Inform PBC of updates for PBC's website. | Mar 17 | PSG | | |
| | Promote Older People's Day in Pendle (1 st Oct) | Oct 16 | PSG | | |

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| | Collate and circulate key contacts for services and grassroots support | Oct 16 | PSG | celebrated with Afternoon Tea at Bannisters Restaurant for members and a friend. | Laughter to Song.” PSG are also to attend the two Pensioners Fairs on Oct 6 th ‘17 at the Birtwhistle Centre Colne and Oct 13 ‘17 at Earby Community Centre. |
| 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. | All applicants are now directed through CHIL which Lancashire authorities are using to offer all forms of Energy efficiency improvements to make best use of the resources We are still promoting the scheme and of the 23 grants we have awarded 13 have been awarded to people over 60 |
| | Promote Home Energy Advice service | Dec 16 | PBC (Paul Lloyd) | Need to review. Although service exists, capacity significantly reduced to promote service | This is now being done through CHIL |
| 3.2 Consider opportunities to develop preventative | Develop Falls Prevention DVD | April 16 | PSG | DVD widely distributed within Pendle along with LCC, the other 9 Older Peoples Forums within Lancashire and | Some DVD’s presented to the new LCC Older Peoples Champion, County Cllr Joan Burrows. “Happy |
| | Widely disseminate DVD | Sept 16 | PSG | | |

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| interventions | | | | the Health Minister. | to Chat “ badges being requested from Seema Kennedy MP who recently attended the Local Elected Older People’s Champions AGM meeting with chairs from Older Peoples Forums, who spoke about her work with the late Jo Cox MP and continuation of work on ‘Loneliness’ |
| 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. | The protocols are in place and adaptations are being carried out in registered providers properties with contributions recovered from the Registered Provider |
| | Implement the new protocols | Mar 17 | PBC(Paul Lloyd) | | |

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| 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. | Review action. We do not have a reliable benchmark or are able to deliver on this realistically |
| | 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 | Continued with our campaign to reduce older people's vulnerability to scams . Individuals who are elderly , affected by crime and/or ASB are picked up and supported as appropriate by the |

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| | | | | 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. | Community Protection Team or referred to other supporting agencies |
| | 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 | There has been an increase in referrals for older people- there were seven over 60 in 2015/16 and 17 in 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) | DoB not currently recorded and is not a trigger. Vulnerability is taken into account in all cases but is not quantifiable |
| | Keep PSG members informed of 'Think Jessica' campaign and other scam prevention initiatives | Dec 16 | CSP (Geoff Whitehead) | Although PSG do not have the Lead here Keith Sandham from In The Know gave a presentation at the December 5 th meeting regarding safety in the home, scams etc and leaflets were | Along with LCC Trading Standards, we held 3 advice/awareness sessions at Nelson Morrisons, Colne Market and Barnoldswick Co-op. |

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| | | | | distributed. 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 | We engaged with a wide cross-section of people and gave out information for people to give to elderly friends./relatives Awareness sessions were delivered to residents at Ashiana Lodge, Railway Street, Nelson and Bannister Court, Nelson |
| 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 | 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 | We continue to be part of the Older people's Network. PSG helped promote DAA event and Memory Walk. |
| 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 | | |

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| 5.5 Promote and encourage volunteering opportunities for older people | Disseminate widely volunteering opportunities throughout Pendle | Mar 17 | BPRSCV | Borough and also the forthcoming event in February. (Leaflets are being distributed at present for this forthcoming event.) | |
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