

**Report of the Chair of the Health and  
Wellbeing Board's Ageing Well  
Partnership**

**December 2018 to February 2020**

**Chair: Sharon Stoltz**

**Director of Public Health for the City of  
York**

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## Welcome from the chair

Welcome to my report to the Health and Wellbeing Board as chair of the board's Ageing Well Partnership.

The partnership first met in November 2018 and has since met a further 6 times.

This report sets out the progress the Ageing Well Partnership has made against the identified priorities for ageing well in the [Joint Health and Wellbeing Strategy 2017-2022](#).

At our first two meetings we identified the importance of having a collective vision for ageing well across the city and a robust framework to work within. We also learnt more about what was already happening within the city and how we could embed the recommendations from the [2017 Older People's Survey](#) into this. The partnership considered recommendations from the York Older People's survey, and agreed that these should be mapped against the Age Friendly City framework. The recommendations could then be taken forward through the Age Friendly York project.

There are lots of positive initiatives delivering against the ageing well theme already happening in the city so our focus has been on how best we can align these. The sections in this report on becoming an Age Friendly City demonstrate the approach we have taken to this.

The Ageing Well Partnership is just one body in a much wider system. Across this system different groups are leading on a variety of areas associated with the ageing well theme. The purpose of the Ageing Well Partnership is not to duplicate but to add value and influence to these areas of work as well as driving forward the aim to become an Age Friendly City.

## The Ageing Well Partnership

The partnership meets six times a year and has now met 7 times in total.

The current membership of the partnership includes representatives from the following organisations:

Carer Action Group

City of York Council

Healthwatch York

Independent Care Group

NHS Vale of York Clinical Commissioning Group

North Yorkshire Sports Partnership

Older Citizens Advocacy York

Tees, Esk and Wear Valleys NHS Foundation Trust

York CVS

York Teaching Hospital NHS Foundation Trust

## The Joint Health and Wellbeing Strategy 2017-2022

### Ageing well priority

The Health and Wellbeing Board's Joint Health and Wellbeing Strategy 2017-2022 clearly states that over the next 15 years the number of people over 65 in York will increase from 36,000 to 46,000 and those aged over 75 and over from 17,000 to 26,000.

The ambition in the strategy is to make York a fantastic place to grow old, with our increasingly ageing population able to stay fit, healthy and independent for longer. The top priority is:

- To reduce loneliness and isolation for older people.

But the board also aims to:

- Ensure that there is sufficient community-based support to tackle the problem of delayed discharges from hospital
- Celebrate the role that older people play in making York such a special place
- Enable people to recover faster and remain independent for longer
- Recognise and support the vital contribution of York's carers
- Increase the use of social prescribing, i.e. linking patients in primary care with sources of support within the community
- Enable people to die well in a place of their choosing and encourage people to prepare advanced directives

The Health and Wellbeing Board recently revisited their priorities and have confirmed the focus for the ageing well theme, for the remainder of the life of the Joint Health and Wellbeing Strategy:

*The board's ambition is that York will be the most age friendly city it can be. We will ensure that our Age Friendly programme of work is connected across all ages and parts of society.*

### **What is already happening in the city?**

In early 2019 the partnership spent some time understanding what was already happening within the city to deliver against the priorities in the ageing well element of the Joint Health and Wellbeing Strategy 2017-2022.

They received a presentation that provided a snapshot of some of the ongoing work to reduce loneliness and social isolation in the older population; which is the top priority for the Health and Wellbeing Board in the ageing well element of their strategy.

The presentation was set in the context of [People Helping People](#), York's Volunteering Strategy. It followed an active citizenship model covering people of all ages and gave examples of numerous initiatives that are happening across the city including Local Area Coordination; Good Gym; Community Health Champions; Cultural Commissioning; Health Champions; Community Catalysts; Homeshare York and York's social prescribing service, Ways to Wellbeing. Additionally it explained the key factors in building an asset based area.

The Partnership also considered how the results of the Older People's Survey that took place in 2017 could be embedded into the partnership's work.

## **Becoming an age friendly city**

In February 2019 the partnership began discussing whether they should offer their support for York to become an age friendly city. They agreed that the World Health Organisation (WHO) checklist of essential features of Age Friendly Cities was an excellent framework when thinking about the delivery of the ageing well priorities in the Health and Wellbeing Board's Joint Health and Wellbeing Strategy 2017-2022; as well as for the recommendations in the 2017 Older People's Survey.

Recognising that there was an extraordinary amount of work already ongoing in the city the partnership saw the benefits of a structured framework to assist in joining all the different elements together across a variety of organisations. It would also enable the partnership to more readily identify gaps and areas where little was happening.

The partnership agreed to progress the application and in March 2019 formally sought approval from the Health and Wellbeing Board to support them in their application to become a member of the UK Network of Age Friendly Communities. The subsequent report to the Health and Wellbeing Board was positively received and approved enabling York to apply to become a member of the UK network and to start to move towards becoming a member of the World Health Organisation global network.

The advice from the Centre for Ageing Better is that this process should not be rushed and at least two years should be spent mapping activity against the domains in the framework to establish a baseline picture and a commitment of five years on action planning. York Older People's Assembly (YOPA) were supportive of this timeframe which would enable effective engagement and a systematic process.

## **Progressing the Age Friendly York project**

[Age Friendly York](#) Operation Groups have been set up for the first two domains – Getting Out and About and Your Time to lead on this work

and they have developed a project plan that mirrors the domains in the WHO checklist. These have been agreed by the partnership and are as follows:

Domain 1: Getting out and about (your journey and your destination)

Domain 2: Your time (voluntary, leisure and employment)

Domain 3: Your access to information

Domain 4: Your home

Domain 5: Your services

Full implementation and delivery is expected by April 2024.

During 2019 the focus has been very much on Domain 1.

Getting out and about is an important consideration when getting older as having an active life will improve or maintain wellbeing as well as lifespan. WHO has 16 age friendly checks regarding transportation and these are clustered as follows:

Transport is:

- Reliable, well-maintained, frequent clean and well lit
- accessible has priority seating and not-overcrowded
- set up to facilitate boarding and waits for passengers to be seated
- set up to ensure drivers are courteous and helpful

Location is:

- situated with shelter available for pick up points
- clearly displayed
- set up to reach all parts of York with has good connections

Routes are:

- well maintained with good lighting
- well-regulated with good traffic flow

In addition there are 9 Age friendly checks regarding Outdoor Spaces and Buildings that effect people getting out and about by walking to their destination:

Pavements are:

- well maintained, free of obstructions and reserved for pedestrians
- non-slip, wide enough for wheelchairs and have dropped curbs to road level
- separate from cycle paths
- well lit

The journey provides:

- sufficient toilets that are clean, well-maintained and accessible
- sufficient seating which are well maintained and safe
- sufficient pedestrian crossings which are safe for people with different levels and types of disability, with non-slip markings, visual and audio clues and adequate crossing times.
- a positive walking experience with drivers giving way to pedestrians at intersections and pedestrian crossings
- a positive experience by cycle paths being separate from pavements and other pedestrian routes

Through responses made to the Older People's Survey in 2017 we are already aware that transport options can create a significant impact on the ability for older people to get out and about.

Age Friendly York has been working alongside citizens; MySight; Healthwatch York; York Museum Gardens and Goodgym York to launch an initiative called Happy to Chat at various benches across York from the Spring onwards. This is part of a range of solutions to create deliberate opportunities for conversations to reduce social isolation.

Age Friendly York has been working with citizens from the Older People's Assembly and Home Instead to develop an initiative, to launch in April, for people to have a seat in a shop or use their toilet based on feedback from our Your Journey survey.



As part of a co-produced approach to the Age Friendly York project resident and practitioner views were obtained in a number of ways including:

- Community drop-in at Tang Hall Community Centre
- Community drop-in at New Earswick Folk Hall
- Opportunity to complete the questionnaire at a range of community events including the YOPA open meeting
- Workshop at the Age Friendly York Launch
- Availability of paper and electronic questionnaires
- Collective feedback from York Cycle Campaign
- Results of one to one interviews with people in York of later life by a student, as part of her MA in Culture, Society and Globalisation with the Department of Sociology at York University.
- Feedback through the Age Friendly Citizen Group and Age Friendly email and twitter feed.

There were over 280 participating in providing qualitative feedback with 230 people participating in the quantitative feedback and 1,100 individual feedbacks captured so far. As part of the consultation process 100 residents have asked to be kept in touch with the process. This will provide the opportunity to utilise experts by experience throughout the process to obtaining World Health Organisation Age Friendly status.

In summary the top most frequent comments were as follows:

Area requested for improvement	Qty	Initial actions for consideration
Quality of Pavements	160	Increase awareness of reporting process
		Utilise walk about groups for reporting pavement maintenance
Shared Users	134	Create some form of respect campaign to increase awareness of impact on others
		Use intelligence to inform the pending update of the LTP
Congestion & Pollution/environmental	70	Look at how there can be a further reduction in private cars coming into town
		Private care social enterprises show that more care provided by foot or bike in their community, reducing traffic congestion
Toilets	65	Look at other Local Authority Take a Seat schemes
		Gather intelligence regarding where there is a lack of toilets or whether it is lack of knowledge in terms of location of toilets
Bus Information	65	Increase quantity of electronic timetables

		Improve reliability of electronic notice boards
Bus routes	62	Look at feasibility of improving orbital bus routes to Monks Cross/Clifton More
		Test effectiveness of additional bus route to the hospital
Improvement to bus stops	56	Increase quantity of bus shelters
		Increase/improve bus stop seating, testing with residents
Frequency of buses	54	Check what has been done to raise awareness of P&R evening buses
		Check effectiveness of scheme
		If effective, gather intelligence of where gaps in provision remain.
Reliability of buses	48	Look at whether increasing the destination times at peak times will improve reliability
Puffin Crossing	41	Look at how to increase awareness of the benefits of the Puffin Crossings
Seating	39	Map current seating to make available as public information
		Make information available by ward so that this can inform any ward funding decisions
Central Bus Station	27	Pass on feedback to the development team for consideration
Community Transport	24	Consider the option to introduce Blue Badge for cyclists with disabilities so that they can use the paved streets in the City Centre.
		Provide feedback to Community transport group and look at how their proposals can be supported
All	N/A	Create some form of "Did you know" scheme to raise awareness of all the Age Friendly facilities available in York to improve Your Journey

During September and October 2019 the focus was around the 'your destination' component of Domain 1 and views were sought in relation to public spaces in York. The quantity of feedback was not sufficient to reach any specific conclusion on specific public spaces however it does give a starting point for a way forward:

- Engagement can take place per public space. A good starting point would be through friends of groups for green spaces and community centres.
- Details of Age Friendly green spaces can continue including the best tool to do this

- Work should progress on updating the mapping of benches, focussing initially in the Guildhall Ward as a destination.
- Contact can take place with other Age Friendly groups that have Chatty Cafes to see whether it can be tested in York e.g./ Costa in the centre of town
- Walk arounds could be utilised to also include the Age Friendly agenda to build up a place based understanding of priorities
- The take a seat concept can continue to be developed further in partnership with Safe Places

An action plan has been drafted and presented to the Ageing Well Partnership; the plan is organic and will evolve until all domains are finished. It includes recommendations based on feedback received; the source of the recommendation (i.e. Older People's Survey or Your Journey consultation); how it aligns to the Local Transport Plan outcomes and a proposed solution; the baseline and the lead officer responsible.

Regular updates on the Age Friendly York project can be found on [City of York Council's website](#).

## Other reports considered by the partnership

The partnership have also given consideration to a number of other reports and matters that fall within their remit.

## Research projects as the University of York

In June 2019 Dr Sue Westwood from the University of York gave a presentation to the partnership outlining the collaborative potential between the Partnership and herself at the University of York. The discussion was mainly focused around inequalities in gender, ageing and sexuality. Dr Westwood highlighted the struggle of the LGBT community with adult social care in their later life; explaining that this was down to a multitude of issues, including fear of discrimination. Childless older people are the group the most in need of support. The partnership need to give further consideration as to how best they can be involved with Dr Westwood's research.

## Oral health in older people

In August 2019 the partnership received a report about oral health in older people. Older people are more likely to have several factors that mean they are at increased risk of dental disease. Compounding this increased risk, they are more likely to have general health complications that make treatment planning more difficult and may require modification of services.

A recent Care Quality Commission report had also highlighted concern around poor oral health in people who reside in care homes.

NHS England are responsible for commissioning all dental services including specialist, community and out of hour's services however local authorities have a role to play in commissioning oral health improvement services; securing the provision of oral health surveys and assessing and monitoring oral health needs.

An Oral Health Improvement Advisory Group has been established and has already completed a children's oral health strategy and action plan. They will now be starting work on a life-course approach to oral health with shared ownership of actions as we know that one agency alone cannot address the oral health issues within the city. They invited representation from stakeholders at the partnership to join the group as they begin work on the adults/older people's element.

## Physical activity and older people including the Physical Activity Strategy

In August 2019 we also received a report on physical activity and older people including an update on the development of a Physical Activity Strategy for York.

During early engagement and consultation in developing the strategy a number of areas were identified that relate to ageing well and the work of the partnership

- Physical activity and sport have a strong role in the city through the 'Age Friendly City' work
- There is a need to maximise the use of physical activity to prevent and treat medical conditions

- Physical activity is already playing a strong role in connecting communities and reducing loneliness but this needs to be more formally recognised and built on.
- Supporting more accessible and age friendly environments which encourage and enable more people to be physically active should be a priority.
- Physical activity can do more to contribute to supporting the transition into retirement.

## **Annual Report: cultural commissioning**

Since 2017, residents in York have been participating in a pilot programme to explore the health and wellbeing benefits of engaging in arts and cultural activities. The pilot has been delivered by York Museums Trust and has included the Converge film course at York St John, iMUSE, iPlay dreams, Cuppa and a Chorus and wellbeing arts taster sessions.

The programme was designed to reach individuals with a wide range of needs and health concerns including dementia, chronic anxiety, depression, bereavement and loneliness.

In October 2019 the partnership received an update on the success of this pilot and the impact it has had on the lives of some of our older residents.

## **The Joint Strategic Needs Assessment**

During 2019 The Joint Strategic Needs Assessment (JSNA) Working Group produced and presented a number of reports within the remit of the partnership.

### **People who fund their own care**

Most people in York will live the majority of their lives in good health. However, many will need support with day to day activities towards the end of life. This might include getting washed, dressed, using the toilet, and preparing meals or eating. Some of this care is paid for by local

authorities or through the NHS through the continuing care fund for people with complex long term conditions. The remainder is funded by individuals themselves or given by family and friends.

[This JSNA report](#) details what is known locally and nationally about people who self-fund their care in York. The report contains the following recommendations:

- Move to a community asset approach of prevention and living well in older age
- Develop a system wide vision for ageing well in York
- Make it easier for people to access good quality information and advice
- Explore opportunities to further understand people who self-fund care in York

These recommendations fit within the framework of the Age Friendly York project and will be incorporated into the project's action plan.

However, the partnership had particular concerns around making it easier for people to access good quality information and advice and were concerned about the number of different leaflets and sources of advice there were within the city and how up to date and informative these were. They were keen that these should be collated and that they should provide consistent advice.

## **Population approach to falls in older adults**

Falls prevention is complex, and responsibility for achieving this goal sits across many teams, professions, and organisations.

Falls in older adults are common and usually preventable. The risk of falls increases with age; 30% of people aged 65 and older will fall within a year, this rises to 50% of people aged 80 and older. Based on this and other national estimates it is thought that 5,400 older people will fall each year, and just over 1,000 will need medical attention. It is complex to look at local data because hospital data is recorded (with a focus on the injury i.e. wrist fracture, or the cause of the fall i.e. low blood pressure). However, wherever possible local datasets have been used to give a more exact picture.

The report also looks at the best practice guidance for community, and hospital falls prevention; including detailing the interventions which are not recommended by NICE. There is also a review of the strengthening and balance exercises which have the strongest evidence for falls prevention, and looks at the current physical activity offer for older people.

It makes four recommendations. Firstly to support in-hospital work to prevent falls in line with the royal college of physicians approach. Secondly, to support the opportunities of the CCG to deliver falls prevention research in care homes. Thirdly, to respond to the social value engine report delivered by CYC which evaluated the housing adaptations falls prevention service. Fourthly to review opportunities to make strength and balance activities more accessible to older people in the places they live.

Work has begun to establish a small falls prevention task and finish group. Membership spans social care, sport and active leisure, housing, primary care commissioning, and community pharmacy North Yorkshire. The purpose of this is to coordinate a response to the recommendations and look at further opportunities to deliver a city wide approach to falls prevention in older adults.

The partnership acknowledged the complexity of falls prevention and the fact that it involved many different teams and organisations. The partnership agreed that having falls prevention rooted within different agendas, strategies and action plans would provide some assurance that progress on reducing falls was being made. This would include embedding the recommendations from this JSNA report into the Age Friendly York project and its associated action plan.

The partnership will be receiving further reports from the task and finish group during 2020.

### **Ageing well inequalities report**

[This report](#) covers there key themes; transport, social inclusion and climate.

The first piece on inequalities in transport and access was designed to support the baseline work set out in the 'your journey' module of the Age Friendly York project – with a specific focus on geographic inequalities.

There are recommendations which draw on the work of the older people's survey, and relate to public transport, community transport, and planning.

The second piece on loneliness and social inclusion fits most closely with the 'your time' domain of Age Friendly York project. The report recognises that loneliness can affect anyone, but that some groups of older people will experience additional barriers to social participation. It draws on methods used by the campaign to end loneliness to identify potential hotspots around the city. The report also touches on insight from the Communities Team about what is important to our older residents, and some of the projects that are currently being delivered to address social inclusion.

The last themes is around climate; as the climate changes the UK can expect hotter summers and heatwave events. This will particularly affect people living in cities, and groups including older people, especially those with long term health conditions. Setting aside the work to address climate change itself, there are recommendations around housing adaptations, tree planting, and planning that are designed to protect older and frail people from the effects of heatwaves.

Usually we are more familiar in talking about cold weather and the health of older people. Living in a cold home increases the chances of ill health, particularly in groups such as older people. It is thought that one in three of the extra deaths that happen in the winter months are due to cold homes. The report highlights areas of the city where there are likely to be people experiencing fuel poverty. The report recognises that there is a complex interaction between housing quality, and household income that will need a system approach to address.

The recommendations in the report would be incorporated into the Age Friendly York work and would also be shared with the scrutiny team to help inform the corporate scrutiny review around poverty.



## Next steps

In the coming months the Ageing Well Partnership will focus on the new priority set by the Health and Wellbeing Board and will continue its work towards receiving age friendly accreditation.

Becoming an Age Friendly City is a long term project but we have set some timescales for this work with an ultimate aim of applying for World Health Organisation (WHO) status in October 2021 and fully implementing and delivering against our action plan between May 2021 and April 2024.