



**Making Leeds the
best city to grow old in**

**Annual Report
February 2017**

Introduction to the breakthrough project

In order to fulfil our ambition for Leeds to be a city which is both compassionate and has a strong economy, Leeds City Council has established eight breakthrough projects to drive some of the work to make this a reality.

The breakthrough projects are designed to identify new ways of working within the council and with our partners to achieve the best outcomes for the city.

Crucially, we see this ambition as fundamentally connected to prioritising the needs of older people - a city which sees older people being valued and as assets. This is also reflected in the refreshed Leeds Health and Wellbeing Strategy 2016-2021. Creating an Age Friendly City where people age well is highlighted as one of our key priorities in the city-wide plan.



Part of building a city which reflects this vision is also the work currently taking place in Leeds through the Best City to Grow Old in Breakthrough project. A year has passed and I am pleased to introduce the very first annual report for this project which sets out some of the exciting and innovative work which is taking place across the city.

This breakthrough project builds on previous work with older people including the Time of our Lives Charter and Action Plan (2012 – 2016) which progressed several key priorities, most notably work led by Public Health and Adult Social Care, but also key areas including Parks, Sports, Libraries, Museums and cultural organisations in the city.

This work is vital for several reasons:

- We have an ageing population; the 2011 Census shows that there are almost 150,000 people in Leeds are aged 60 and over (accounting for almost 20% of the total population). This number will continue to increase with the number of people aged 50+ expected to rise to 256,585 by 2021, with those aged 80+ increasing to 39091.
- Leeds older people have already told us that they want Leeds to be an Age Friendly City.
- Inequalities in health are a key issue for older people with ill health and social impacts affecting the poorest in the city disproportionately.
- Making Leeds the 'Best City to Grow Old' will have a hugely positive impact on our ability to deliver other breakthrough projects and supports an 'invest to save' approach, notably across health and social care.

Our approach one of citizenship. This means everybody can do something to support this project and help to achieve also the wider ambition we have set for the city. We are working across the council and with our external partners as we recognise that to achieve our ambition for Leeds to be the Best City to Grow Old in, this cannot be accomplished by the Council alone. Everyone has a part to play and everyone has a stake in making this city a place where our older people are seen as assets in our communities who are fundamentally valued.

Cllr Rebecca Charlwood

Our approach

Our approach to Making Leeds the best city to grow old in is a citizenship approach, applying to the entire population. This approach ensures that there is a strong focus on social networks within neighbourhoods and the city; promotes social capital and participation; age-proofs and develops universal services; reduces social exclusion and works to change social structure and attitudes.

It therefore does not include all the programmes of work in relation to health and social care for older people, which are which are led within the Leeds Health and Social Care Plan, whilst recognising that there are obvious links and synchronicities.

Building on previous work

The project takes forward Leeds' long history of working with older people. Leeds Older People's Forum came into existence in 1994 and we have celebrated the International Day Of Older People in Leeds since 1998. The Time of our Lives Charter and action plan, 2012 to 2016, built on the previous work around 'Healthy and Active Lives for Older People' and 'Older Better'. Work progressed under the Time of Our Lives action plan on key priorities, most notably work led by Public Health and Adult Social Care, but also in Parks, Sports, Libraries Museums and cultural organisations in the city.

Partnership Working

Age Friendly Leeds Partnership

Formerly the Ageing Well Board, this is a partnership of organisations with an interest in older people's issues, co-chaired by Adult Social Care and Public Health. Its role is:

- Lead and co-ordinate strategic planning to achieve 'Ageing Well' across the city;
- Raise awareness of and build action for Ageing Well across all LCC partnership structures;
- Ensure that arrangements are in place for consultation and meaningful involvement of older people in the planning, delivery and monitoring of policy and interventions for Ageing Well;
- Advocate for, and promote, the contribution to be made by older people to civic society in Leeds;
- Be informed by findings of the JSNA to actively plan for an 'Ageing City';
- Support and be informed by research and evidence based guidance;
- Share best practice and effective networking across partners;
- Target those older people experiencing the greatest inequality;
- Agree effective priority actions for partners to deliver Ageing Well;
- Manage the performance of strategic actions and monitor the delivery of outcomes;
- Identify and oversee the use of resources and influence the effective use and redirection of resources;

- support staff training and development, including increasing awareness of the issues around ageing so that they can improve their services and plan their own 'Ageing Well';
- developing key linkages with other groups that enhance health and social care services for older people e.g. integrated health and social care, and mental health;
- Work to challenge and remove the structural and social barriers faced by older people to independence, inclusion and equality.

Ageing Friendly Leeds Partnership members

Age UK Leeds ● Care and Repair Leeds ● Feel Good Factor ● Groundwork Leeds ● Leeds Beckett University ● Leeds City Council ● Leeds Older People's Forum ● Leeds Dementia Action Alliance ● University of Leeds ● West Yorkshire Combined Authority ● West Yorkshire Playhouse.

Centre for Ageing Better

The Centre for Ageing Better is a national organisation which was developed alongside the Big Lottery Fund programme Fulfilling Lives: Ageing Better in response to the House of Lords Select Committee on Public Service and Demographic Change report – Ready for Ageing (2013). The report highlighted the gap between the "reality and the response" – and how Government and our society are "woefully underprepared" for a future with far greater numbers of older people, due to:

The government response to [Ready for Ageing?](#) in July 2013 supported the creation of a What Works Centre for Ageing. In 2013 the Big Lottery Fund announced funding for *Fulfilling Lives: Ageing Better*, a commitment to invest in programmes that improve the lives of older people. Alongside this programme it also supported the development of a Centre for Ageing Better.

The Centre for Ageing Better's vision is a society where everybody enjoys a good later life. Its mission to achieve this is to:

- develop, share and apply evidence to help people age better;
- bring fresh thinking to the challenges and opportunities that society faces as more people live longer;
- bring about change to improve later lives.

Leeds is developing partnership working with the Centre for Ageing Better to:

- Build on our existing work and raise the profile of this work locally, regionally and nationally;
- Provide a platform to develop innovative approaches and new working relationships with currently untapped partners within the city;
- Work with the Centre to influence at a regional and national level using learning gained locally in Leeds through joint case studies and sharing events;
- Utilise expertise and knowledge within the Centre to develop evidenced based, innovative and sustainable approaches to the challenges older people face within the city;

- Work more closely with the universities in Leeds who have expertise in this area;
- Provide the Centre with a large, diverse and challenging city to test out novel approaches using the strong political leadership we have in place to drive this agenda forwards.

National and international partnerships

Leeds is a member of:

UK Network of Age Friendly cities - a group of cities from across the UK that are collaborating to bring about change in the way that cities respond to population ageing. By developing and sharing policy and best practice, network members are working together to improve the experience of growing older in cities, and help people age better.

Eurocities - the network of major European cities which brings together the local governments of over 130 of Europe's largest cities and 40 partner cities. Relevant to this breakthrough project is Leeds participation in the the EuroCities Urban Ageing Network. Leeds is hosting the January 2017 meeting of this network which provides an opportunity to showcase some of our Age Friendly work including smart cities, arts and culture and the neighbourhood networks.

World Health Organisation (WHO) Age Friendly Cities - The WHO Global Network for Age-friendly Cities and Communities (the Network) was established to foster the exchange of experience and mutual learning between cities and communities worldwide. Leeds has been a member since 2013.

Action Plan

The Best City to Grow Old In action plan has been developed to take account of what we have already achieved and to take forward the ideas and actions from our 'Best City to Grow Old in' event which took place in March 2015. The event brought together a wide range of organisations across the public, private and third sector to engage them in the development of the breakthrough project using outcome based accountability methodology as a framework for discussion. Using the eight World Health Organisation (WHO) Age Friendly City domains, delegates worked in groups to identify the outcomes we should be working towards, explored the underlying issues and ideas for action, and considered how we measure our progress.

World Health Organisation Domains

- Outdoor spaces and buildings;
- Transportation;
- Housing;
- Social participation;
- Respect and social inclusion;
- Civic participation and employment;
- Communication and information;
- Community support and health services.

Structured around the eight WHO domains, the action plan sets out the overall ambition for each domain together with 'I statements' which describe how older people have told us they want to feel.

Officers from across the council bring quarterly updates to the breakthrough project board on how their services are contributing to the breakthrough project action plan.

This section of the report provides an overview of progress and next steps for each of the eight domains.

1. Outdoor spaces and buildings

The design of our streets, neighbourhoods, gardens and open spaces affects older people's ability to age well and live independently by supporting, or preventing, access for all. People who don't find it easy or enjoyable to get outdoors can spiral into poor physical and mental health, have less social contact with others and a reduced quality of life.

Older people tell us...

"When I go out I want to feel safe and enjoy public spaces and buildings that are clean and accessible".

"I want to feel confident that I will be able to take a rest and use a toilet when I need to".

Progress so far:

Improving our parks - Parks and Countryside aim to get all the council's community parks up to Leeds Quality Park standard by 2020 and good progress is being made on this. The standard, based on the national Green Flag standard, means that the parks will be welcoming and accessible for people of all ages.

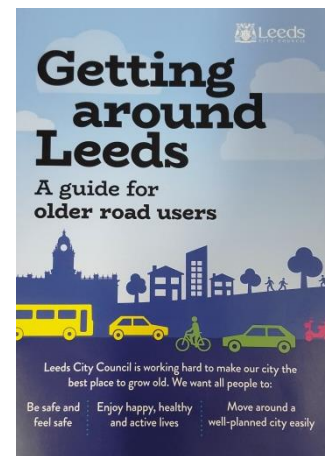
The general design and implementation of all new landscape schemes in parks and greenspaces include, where possible, a number of features that are welcoming and accessible to older people. These include the provision of level pavements and footways; gentle slopes; the provision of adequately spaced seating with back rests, areas of shade, suitable walking routes and low impact exercise zones and equipment. We will continue to ensure that we consult with older people when developing our public green spaces so that where investment is made, their needs are understood. Examples of specific schemes that have been implemented in the last 12 months include the following:

- Pudsey Park entrance improvements
- Grove Lane Meanwood Valley Trail
- Nunroyd Park path improvements and walking route
- Ley Lane footpath improvements and low impact fitness trail
- Sithy Lane new footpaths
- Kirkstall Abbey resurfacing from Bridge Road
- Scathcherd Park repairs to bowling green paths
- Brookfield Rec installation of benches
- Dunkirk Hill seating and shaded areas
- Weetwood Lane creation of shaded areas
- Armley/Gotts Park benches, pathworks and shaded areas
- Hollies and Tinshill Recs installation of benches
- Thorpe Woods access improvements
- Roundhay Park fitness trail
- Parklands POS fitness trail

Road safety - The total number of older people (60+) who are casualties in road traffic accidents oscillates around 220 per year, which is about 10% of all casualties (where over 60s form 20% of the population of Leeds). Casualty trends are reported to Scrutiny Board on a quarterly basis. Road safety schemes, aimed at reducing casualties, and improved accessibility to the highway all contribute to helping older people get out and about.

Current road safety initiatives that benefit older people are:

- town and district centre scheme improvements which create a better walking environment in local centres;
- 20 mph speed limits creating more liveable streets through reducing traffic speeds and dominance;
- A new assessment framework for requests for new pedestrian crossings which places more emphasis on overcoming severance, accessing facilities, wider community benefits and the presence of vulnerable pedestrians including older people and children whilst considering disbenefits such as loss of parking places.
- Road safety awareness for older people through information packs and hi visibility shopping bags. These were piloted in Middleton and are now being rolled out.
- Reviewing crossing times at pedestrian crossings where the public report that there is insufficient time to cross safely.



Accessibility - Improvements to the accessibility of the highway are made as part of highways works. In addition a programme of targeted improvements in areas identified by residents with impaired mobility has been in place for at least ten years which aims to improve access to local facilities and bus stops. Recent examples of accessibility works include:

- 52 new dropped crossings provided;
- Part time pedestrianisation of Greek Street and Merrion Street East trials in place;
- An accessible bus stop provided at a key location in Swillington in response to local needs;
- Footways widened around the Victoria Gate development and accessible seating provided in line with existing street furniture to minimise clutter;
- Footway widening and de-cluttering on Call Lane.

Next steps:

Parks and Countryside will continue to ensure that they consult with older people when developing public green spaces and that where investment is made, it will include improving facilities for older people as described in the examples above.

Continue work to bring all community parks up to the Leeds Quality Park standard by 2020.

A specific plan is to fundraise and deliver a dementia friendly garden in Springhead Park, Rothwell. This is being led by a local community group.

Early 2017 will see the delivery of a Town and District centre type scheme on Harehills Road and the first phase of works on a similar scheme on Dewsbury Road.

Continued roll out of 20 mph zones;

44 new locations have been identified for dropped kerbs to improve accessibility.

2. Transport

Transport can have a range of positive outcomes for older people including maintaining access to friends and family and enabling access to vital services such as healthcare and also leisure and retail activities. All of which contribute to the health and wellbeing of older people and reduce social isolation.

Older people tell us...

When I waiting for a bus I want to wait in a shelter and I want to feel safe.

I want to get on and off a bus easily.

When I am on a bus I want to be treated with respect by the driver and offered help if I need it;

I want to travel to places on accessible and affordable public transport.

Progress so far:

The Council's [passenger transport service](#) transports approximately 900 older people every day. Drivers are all DBS checked and have undertaken dementia and first aid training. Recently the offer has expanded to include transport at night.

The [WY Metro Access bus](#) helps people access activities and get out in their local area.

[Travel Assistance Cards](#) are available which tell bus drivers discretely what extra help you might need. This may include needing more time to get to a seat or asking the driver to speak up.

Many of the Neighbourhood Networks provide transport to help people get to activities.

West Yorkshire Combined Authority is represented on the Ageing Well Board, and has presented an overview of the West Yorkshire Transport Strategy and Bus Strategy consultation to this board. The consultation documents have been shared widely to encourage a response from older people and a response has been submitted on behalf of the Age Friendly Leeds Partnership.



Older people were also encouraged to give their views in the Leeds Transport Conversation, the biggest-ever discussion on transport strategy held with residents, businesses and visitors in the city. Links with Leeds Older People’s Forum enabled direct involvement of older people in the Transport Conversation through Forum Central, two neighbourhood networks and the Age Hub (part of the Equalities Assembly).

Case study: CO-MOTION

York University have presented their key findings from the Co-Motion project to the breakthrough project board. Co-Motion is a three year project that is investigating the links between mobility and wellbeing amongst older people going through critical but common life transitions. A focus for the research was on complements or alternatives to physical design or redesign of the built environment, which could be personalised to individual needs.

A core group of ninety-six people aged 55 and over in three locations - Leeds, Hexham, and York - in the north of England took part in a longitudinal study to explore their mobility and wellbeing over time as they moved through a range of one or more critical but common life changes. Other people aged 55 and over also took part in workshops and events. Local and national stakeholders were also interviewed to explore their views on supporting mobility and well-being in later life. These stakeholders included local authorities, voluntary sector organisations, community groups and national non-government organisations.

Mobility and well-being
CO-MOTION

EPSRC
Pioneering research and skills

ESRC
ECONOMIC & SOCIAL RESEARCH COUNCIL

Arts & Humanities Research Council

Prioritising Solutions in Leeds

84 people were surveyed and prioritised these top 3 solutions...

- 1st – Improve pavement surfaces – including making them grippier in the city centre
- 2nd – Ban parking on pavements across the city
- 3rd – More seating in the city centre and shopping centres

UNIVERSITY of York

Newcastle University

northumbria UNIVERSITY

BRADFORD INSTITUTE FOR HEALTH RESEARCH

UNIVERSITY OF LEEDS

Next Steps:

Working in partnership with the Centre for Ageing Better to look at how we can improve community transport which enables older people to make the journeys they want and need to make.

3. Housing

The Strategic Housing Market Assessment 2011 anticipates that Leeds will have a significantly greater proportion of older people by 2026 than in 2010, with a 16% increase in households aged over 65, a 30% increase in over 75s and a 70% increase in households aged over 85 years. In absolute terms the projection suggests that across Leeds there will be an additional 22,000 households with a head of household aged over 65. Most households over 65 are likely to continue to live in standard housing which needs to be capable of adaptation. 75% of older people live in private sector housing.

Older people tell us...

*When I am at home I want to feel safe and free of anti-social behaviour.
I want to have the support and advice I need to remain as independent as possible.
I want to feel financially secure in my home
I want to be able to go out when I want to.*

Progress so far:

Me and My Home, an older person's housing strategy - The council is working in partnership with Leeds Older People's Forum to develop a housing strategy for older people, with the working title 'Me and My Home'. The strategy will aim to address the needs of older people in all housing tenures, and is based around four themes:

1. 'I have the support I need to live independently and well in my own home'
2. 'I know what my options are and where to go for information'
3. 'When I need it, I have the option to move to a home with extra support'
4. 'I know that when new houses are built my needs are considered/my voice is heard'.

A consultation event took place on 4th July and was attended by 50 people (individuals and representatives from older person's organisations and housing providers. Delegates were asked to think broadly about housing and housing support needs for today and for future generations of older people. Following this event we grouped the feedback into the four main themes.

Wider consultation was then undertaken with older people on the four themes and the feedback from the event. There were 41 responses to an online survey, of which 93% supported that the 4 proposed themes were the right 4 themes for the strategy. Additional consultation was undertaken via Sheltered Housing Forums, which supported the themes.

The outcome of the consultation is being used to develop the Me and My Home Strategy action plan which will set out how we aim to meet the needs of older people.

Promoting new sites suitable for older persons housing in the site allocations plan - Promoting new sites suitable for older persons housing in the site allocations plan – Plans and Policy have reviewed the designation of a number of sites and assessed their suitability for older people’s housing. There haven’t been any significant objections of note regarding sites suggested for older people. Approval of the site allocations plan has been delayed due to a significant change in the Outer North East proposals which required consultation.



Marketing has been completed of five council owned sites for use as specialist housing for older people as part of the Older People’s Housing with Care Prospectus. There have been a limited number of offers due to a number of factors – uncertainly as to whether the Local Housing Allowance rules will apply to supported housing developments, introduction of the Living Wage and 1% reductions in the social housing sector.

Private sector housing - Key areas of work are for the council are:

- Intensive targeted work, the Leeds Neighbourhood Approach (LNA) in selected areas where poor standards of empty homes are concentrated;
- Bringing long term empty home back into use;
- Assessment of hazards involving a people centred assessment of an adverse event occurring such as a fall on stairs, fire or excess cold, and the potential outcome of injury, illness or death for the occupant. The existence of such hazards is likely to disproportionately impact on older people.

Council housing - Wharfedale View Extra Care scheme is now open. Scheme plans and costs are being developed for West Ardsley Extra Care Scheme.



Remodelling of Otley sheltered housing scheme is underway.

An £850,000 programme to improve accessibility to sheltered housing schemes is underway.

Older people living in Housing Leeds sheltered accommodation are represented by [‘The Voice for Older Leeds Tenants \(VOLT\)’](#). VOLT have been consulted on a range of issues including a review of Sheltered Housing support service, the Tenants Handbook, and prioritising schemes with bedsits for investment.

Adaptations - The adaptations service has been reconfigured to bring together occupational therapists, medical re-housing teams and adaptations surveyors into one team to deliver a more consistent service between the public and private sector and foster more effective use of funding across the Disabled Facilities Grant and Housing Revenue Account streams.

Next steps:

An action plan for the Older Person's Housing Strategy will be developed focusing on:

- Developing a housing advice and support for older people, working closely with health and care colleagues;
- Promoting the role of the Strategic Housing Authority and our civic role as leaders of Leeds for the good of older people living in other registered social housing and private rented;
- Developing knowledge and understanding of older people's housing options and working closer with the Social Prescribing services to ensure they know the options;
- A register of accessible housing
- Ensuring that Leeds Older People's Forum are consulted on all planning applications which potentially impact on older people.

4. Civic Participation and Employment

Our ideas about aging are changing. People are living longer and continuing to contribute to their communities in all areas of life - working longer, helping with child care, volunteering and providing strong community leadership.

Volunteering is a way of keeping a life for older people – it's good for their well-being as well as an important contribution to community life. A national study¹ suggested that older people currently provide informal volunteer services to their community of over £10 billion – each year – and that figure is predicted to grow as our older population increases. Approximately 39% of 65-74 year olds volunteer.

Older people tell us...

I want to contribute to my community through volunteering, helping family friends and neighbours, supporting local businesses;
I want to be involved in decisions concerning my community;

Progress so far:

The Council, in Partnership with the Centre for Policy on Aging (CPA), have piloted Transitions into Retirement course, funded by the Gulbenkian Foundation. The course content is based on storytelling, coaching, change management and mindfulness, to enable people of all stages of readiness for retirement to develop emotional resilience and self-direction.

The intended outcomes are:

- Participants experience new insights into 'retirement' and mid-late life transitions by learning from each other.
- Participants develop self-knowledge and reflective practice to identify their needs and desires for this phase of life.

¹ [The Value of Older People's Volunteering 2015](#)

- The approach is person-led and flexible. The content is based on people's lived experience no matter what that is. It is appropriate for mixed cultures and ages from 50+
- Participants learn how to manage themselves positively when things change.
- Participants start planning purposeful activity which will take them towards a life they have good reason to value, moving out of passivity and into action.

"Many thanks for this pack and for how you both ran the course. It's been so valuable; it encouraged me to start reading 'No Fear Retirement' by Pamela Houghton which a friend gave me a few months ago, which reiterates many of the things you covered and gives some more exercises and references. I'm becoming quite fascinated by all the aspects of preparing for and living this new phase of life."

A total of 37 people attended the course and feedback was generally very good. The exit feedback questionnaire clearly shows that different people connected with different aspects of the course; some the storytelling, some the reflection, some the coaching techniques and some the opportunities to work/volunteer. There was no clear favourite activity, suggesting the value of including a range of activities and approaches in enabling everyone to benefit. The activities varied in length, approach, pace and structure and this worked well at keeping people energised, engaged and curious.



Transitions in Retirement Course

The adult learning programme is supporting 8000 learners across the city. An increasing number are older people, accessing learning across the range in addition to the provision specifically for this group. Older learners are a priority group within the city's Adult Learning strategy.

Recent bids to the European Structural and Investment Fund Programme to support unemployed people or those economically inactive back into employment include people aged over 50 as a specific target group. The 'Back to Work' Programme, delivered by Reed in Partnership, commenced in November 2016 and targets those unemployed for over 6 months. At the time of writing this report, the Council is awaiting the outcome of its bid to the Local Flexibility strand of ESIF, locally to be named STEP (Skills, Training and Employment Pathways), to engage those furthest from the labour market with a programme of activities to move them into sustainable employment.

The council is meeting with a range of partners to ensure the city's new provision has sufficient fit with its existing offer and that the city's infrastructure (including the third sector, and the Community Hubs) is used effectively to reach target groups.

A wide variety of voluntary work is available with small community groups, local and national charities and health and social services. These opportunities are actively promoted through Doing Good Leeds.

Next steps:

Transitions into retirement course- An agreement has been reached between Leeds Older People's forum(LOPF), the council and the Centre for Policy on Ageing for LOPF to run future courses with support from the council in terms of promoting the course and supporting council staff who wish to attend. The CPA will continue to be involved to refine the training materials and marketing approach.

Delivery of Local Flexibility for Reducing Unemployment project (subject to the bid being successful).

Continue to identify and promote volunteering opportunities for older people.

5. Social Participation

There are 38,326 one person households where the lone occupant is aged 65 and over. It is estimated that around 15%, or 37000 older people can be described as lonely or socially isolated, due to factors including fear, living alone, retirement, personal and financial circumstances, the digital divide and ill equipped outdoor spaces.

National studies show that physical activity decreases with age. 75% of men and 76% of women over 65 are in the low activity group. Participating in regular physical activity helps to prevent or slow down the development of the major challenges to health and wellbeing that people face as they grow older (Heart disease; type 2 diabetes, loss of muscle strength, reduction in bone density – leading to fractures, Osteoporosis; Loss of mobility; Memory problems and dementia; Increased risk of injury due to falling.

Older people tell us...

I enjoy a range of leisure and social activities;
I enjoy taking part in physical activities;
I enjoy having time to read, watch TV and do what I choose.
I don't want to feel lonely;

Progress so far:

Physical activity - The council commissioned Yorkshire Dance, in partnership with the University of Leeds to run Dancing in Time – a ten week programme aimed at providing new dancing activity for older adults who have little access to dance, researching the impact of dance on the health and wellbeing of older adults, especially the impact of their physical activity levels, which is widely accepted as

contributing to health and happiness. The programme took place in three areas of Leeds with a total of 38 people aged 60 – 85 completing the programme.

The research element showed that taking part in the programme decreased the amount of time spent sitting during the week, and increased the amount of time participants were engaging in either moderate or hard physical activity.

Participants also performed better on activities which were designed to test their mobility and balance; and were more confident in their ability to undertake tasks without feeling that they might fall. In addition, people who had taken part in the programme felt happier at the end of the ten weeks than they did at the beginning.



“At first, I didn’t know what to expect, I thought it would just be exercise but it’s nothing like exercising, it’s dancing, which is great and I’ve really enjoyed it - making friends, meeting other people and just basically having fun.”



Make it Fallproof is a council and NHS led campaign to help people stay on their feet and reduce the risk of falling. Over 5000 leaflets, DVDs and promotional materials have been distributed through various channels to older people, families and carers and information is

also available on the [council’s website](#). Alongside this, the three Clinical Commissioning Groups (CCGs) have funded a council offer of a structured 20 week programme of exercise for people at risk of falls delivered by qualified instructors in a range of leisure centres and community centres across Leeds. The programme is designed for people with low mobility and focuses on improving balance, confidence and to reduce the fear of falling. The CCGs and the Council also provides support for community based exercise providers to ensure they are delivering safe and effective exercise classes to people who are at risk of falls. To attain the 'Make it Fall Proof' accreditation, classes have been fully assessed to ensure they deliver the right level and standard of class for older people. The 'Make it Fall Proof' accreditation gives providers a range of support to enhance their programmes and allows them to bid for small grants to enhance their service. Details of accredited courses are on the [Active Leeds](#) webpage.

Bat and Chat – this project provides table tennis equipment for community settings including libraries, church halls and multi-faith centres to deliver regular sessions aimed at engaging older adults playing table tennis and socialising. The ‘Bat and Chat’ activator course provides training on how to run sessions across the week. 13 sessions are running in locations across Leeds including several libraries.

Time to Shine – Tackling Social Isolation - A review of the first round of two year projects has taken place, and the learning from these projects will feed into the next round of commissioning. A detailed progress report was presented to the December 2016 Executive Board meeting.



Arts and culture - Leeds offers a range of cultural and arts activities from a variety of venues including exhibitions, performances, light night, lunchtime talks, town hall tours, memorial events and heritage open days. These are available to older people, and venues are fully accessible.

The Leeds bid for capital of culture 2023 has been discussed with the Age Friendly Leeds Partnership to look at opportunities for older people to be involved.

LCC Museums and Galleries Service run a series of activities for older people including:

- 1152 Club fortnightly at Kirkstall Abbey for the over 55s – a series of talks and discussions;
- The Sociable History Club monthly at the Leeds City Museum again aimed at the over 55s and a series of talks and discussions;
- Outreach sessions with handling objects to Neighbourhood Networks, Dementia Cafes and Community Centres;
- Lotherton Hall History Group – working on the history of the estate and local area, currently working on a mining exhibition for 2017;

Libraries are offering a range of activities across the city including:

- IT drop-ins
- crafts and readers groups
- Historypin Connections - a 15month long project funded by the Big Lottery which brings older people together to share their stories and memories of Leeds and give a personal, everyday perspective to the way we view the history of Leeds.

West Yorkshire Playhouse, represented on the Ageing Friendly Leeds Partnership, run 'Heydays', a creative programme for over 55s attended by over 300 people each week, and dementia friendly performances with adapted sound and lighting, clear signage and visual markers, quiet spaces and additional trained staff and volunteers to support customers.

Next steps:

Continued promotion of falls prevention through the council's Community Hubs, GP practices, and the Neighbourhood Teams.

The results of consultation with older people regarding what activities they currently participate in and what additional physical activity and falls prevention activities they would like to see will be used to feed into the workforce development and training needs assessment for the falls project.

Assessment of exercise classes against the 'Make it Fallproof' accreditation criteria will continue. Further work will provide training, advice and support to facilitate new groups being established and to get existing groups up to the required level where needed with the aim of creating a sustainable model across the city for the prevention of falls.

University of Leeds, Yorkshire Dance and Public Health has applied for funding from the Wellcome Trust for further Dancing in Time sessions across the city.

An evaluation of the 'Bat and Chat' sessions to inform the need for further sessions. There is also interest in trialling sessions around dementia conversations to improve how inclusive the sessions are.

Time to Shine – The evidence from the contract review of the first round of projects will be used to inform future commissioning rounds.

Arts and culture – The History Pin project will be holding Informal group meet-ups and reminiscence-style sessions around the city using library resources and objects to start conversations and spark memories.

LCC Museums and Galleries in partnership Skippko and Artlink (two visual arts charities) and Age UK, Carers Leeds and Mesmac are submitting a bid to Arts Council England Celebrating Age fund. This will be a participative programme linking people to art and culture in the city over a 2 year period looking specifically with older isolated people, particularly those over 75.

6. Respect and Social Inclusion

Attitudes towards older people can be characterised by stereotypes and prejudices that can be highly negative. There is a need for cities to challenge such prejudices and nurture a culture of respect and inclusion towards older people in their society. Older people in deprived neighbourhoods are at particular risk of social exclusion due to issues of poverty, deprivation and material disadvantage.

Leeds is committed to tackling these stereotypes through reducing inequalities and promoting positive images and stories about older people. A key part of this work is the continued development of intergenerational projects and activities which bring young and old together with the purpose of developing understanding and respect between generations.

Older people tell us...

*I want to be respected and included socially in my community;
I don't want to see stereotypes of older people; I want images to reflect the diversity of the older population.
It's not a crime to be old*

Work to promote age friendly Leeds and positive ageing - Three manager challenge sessions have been delivered looking at what the ageing population means for the council and how staff can engage with older people to help them live independent lives and be actively involved in community life. 48 staff attended the sessions and feedback was positive.

Two Age Friendly themed workshops have taken place in Outer West and Outer East to raise the profile of the breakthrough project and start local conversations about how localities can become more age friendly.

Leeds Older People's Forum (on behalf of the Age Friendly Leeds Partnership) has produced a new Age Friendly Charter based on feedback from a series of focus groups which took place during the summer of 2016 and involved nearly 200 older people from across Leeds. The older people were asked how to make Leeds a better place to grow old in, covering areas such as housing, outdoor spaces, health services and transportation.



Some of the comments from the consultation:
"Sometimes older people don't ask for help because they're afraid of being seen as a nuisance."
"I feel abandoned when the bus doesn't turn up."
"I want to be visible and have equal status."
"I am pleased to note that someone is taking an interest in lives that built that foundation of our present society."

Many common themes emerged, which were incorporated into the first draft of the Charter which was then taken back to the focus groups for comment and a final version of the charter was then produced which includes a series of pledges for organisations and citizens to sign up to.

Intergenerational work is promoted and good practice is shared across the city through a steering group led by public health. The role of the group is to:

- Encourage specific intergenerational projects (citizenship, not social care aspect);
- Take an intergenerational approach to issues that arise across the council;
- Encourage other directorates to support intergenerational work.

One recent example of an Intergenerational Project:

A three day celebration took place leading up to the International Day of Older

People with talks from three museum curators on fashion/daily life in the 1940s, 50s and 60s. To complement the talks there was a free pop-up café themed on the 1950s run in partnership with colleagues from Leeds Adult Social Care, students from Leeds University, the M & S Archive and Sound Leisure who provided a Juke box with a great selection of 50s and 60s records as entertainment for the day. The students dressed up and modelled 1950s clothing and chatted to visitors providing a great atmosphere. Families as well as older people dropped into the café and shared in the reminiscing about Leeds and teenage life in the 50s, exchanging stories about their own adventures growing up. The event was also enjoyed by some of the Peer Support group (for people with dementia) and they danced and sang along to some of the records. Over 70 people came across the three days and feedback was really positive.

'I could stay here all day listening to the music and enjoying the atmosphere'

'Lovely to see the young people dressed up and brings back lots of memories'

'I learnt a lot about fashion in the 1950s especially from a Leeds perspective'

Next steps:

Further Age Friendly Communities are in the pipeline for Inner North West and Inner

North East;

The Age Friendly Community Charter will be promoted to encourage more organisations to sign up to it;

Intergenerational work will continue to be promoted; Leeds Older People's Forum are producing an update report on projects and activities around the city.

7. Communication and Information

Having easily accessible information in a range of formats (and increasingly machine readable) on all available services for older people and their support networks is vital. This also allows smart city solutions and products to be co-created and progress shared. It is also important that awareness of information sources and opportunities for local community participation are widely promoted in order for opportunities to be fully taken up leading to people having greater choice and control over their lives.

Older people tell us...

I know where to go for information about services, events and activities when I need it.

I want information to be from a trusted source.

I want information which is easy to understand and in a format to suit my needs.

I want on port of call for information about what is going on in my area.

Progress so far:

Communications - An e bulletin is also sent out regularly with information about activities, events, volunteering opportunities and news items to an Age Friendly mailing list. A summary of the quarterly update to the breakthrough project board is shared via this bulletin.

The Age Friendly Leeds Twitter account [@AgeFriendlyLDS](https://twitter.com/AgeFriendlyLDS) has steadily grown its membership and currently has nearly 800 followers.

Smart Cities - The objective of the Age Friendly Smart City project is to develop robust technology solutions that can *empower* older residents and make Leeds the best city to grow old in. Innovation labs have taken place. These labs bring together older people, service providers and technologists to identify solutions to problems older people face in their daily lives. From these labs four prototype products have been developed:

- MESH communication boxes to provide one button access to digital communications. This allowed isolated residents within a sheltered housing complex to easily connect and communicate with each other and thus reduce isolation.
- A portable beacon that uses real-time data transmitted from the GPS (Global Positioning System) in a bus to let the user know the amount of time remaining for his or her bus to



arrive at the stop.

- CareView - an application that addresses the missing link in the current services system of Leeds City Council. It helps us to spot and report signs of social isolation in our communities and neighbourhoods. Each reported case helps to create a heat map of social isolation. The pilot software was designed exclusively for the Leeds City Council employees, volunteers and support workers.
- Good Sense of Home (GSOH) - an application which supports older people to discover new neighbourhoods that may be suitable for them to live in is also being tested.

A PCSO trialling Care View was able to secure additional support for an 82 year old male who had a fall in the kitchen, demonstrating that CareView can raise baseline awareness of frontline staff across the board with regards to actionable steps.

Next Steps:

Communications – develop an Age Friendly Leeds web presence on the council’s website.

Smart cities - The ambition is to scale these products up into production. A grant has been submitted to fund the costs of further development, testing and scaling the Mesh network in 2017.

Funding opportunities are being sought for the bus beacon, and discussions are taking place with private sector organisations but it is early days.

The Careview pilot is ongoing and more users have been signed on. Discussions are taking place with an external partner about joining the pilot and grant funding is being sought to keep the project going.

The Good Sense of Home app is under review as there has been little interest in a community pilot.

ACTIVAGE H2020 Project- Leeds is the UK site for this European project aimed at improving quality of life for older people with a focus on living independently and ageing well through technological solutions.

8. Community Support and Health Services

Health promotion and illness prevention are important measures of increasing the healthy life expectancy of older people in Leeds. Improving health may mean that they can retain their independence for longer thus improving their quality of life and reducing their requirement for services.

Older people tell us...

I want prompt, accessible medical support:
I want to be taken seriously;
I want practical and emotional support where needed.

Progress so far:

Social prescribing links patients in primary care with sources of support within the community. It provides GPs with a non-medical referral option that can operate alongside existing treatments to improve health and well-being. All the schemes in Leeds have older people as a target group.

Additionally the Supported Wellbeing and Independence for Frailty (SWIFt) service focuses on frail older people and is funded by Time to Shine and by the three Clinical Commissioning Groups (CCGs). Contracts have been signed with the delivery partners who are:

- Age UK Leeds - working as the city wide provider
- Bramley Elderly Action (Neighbourhood Network Scheme) -focusing on Bramley, Swinnow and parts of Stanningley (West CCG)
- OPAL (Neighbourhood Network Scheme)- working in the LS16 and LS17 areas of Leeds (North CCG area)
- Crossgates Good Neighbours (Neighbourhood Network Scheme)- focusing on Crossgates, Halton and Colton (SECCG area)
- Health for All - working in Inner South with a BME focus (SECCG area)

Minimising the impact of cold weather and cold homes - The Winter Friends programme provides training to local organisations to build their capacity to implement a personal resilience plan for identified vulnerable residents.

Throughout the 2015/16 winter period 128 Winter Friends were recruited to create a strong network of 63 local organisations Evaluation and feedback suggests that Winter Friends found the Winter Wellbeing Checklist the most valuable resource and the key areas for further support were falls, warm homes and social isolation however 'eating' support had not been utilised as once thought.

Winter Friends - The Winter Friends courses have been delivered across Leeds engaging both existing and new members. This has for 2016 – 17 enhanced the Winter Friends network from 52 organisations to 65 organisations. Each Winter Friend is provided with appropriate resources to be able to complete a Winter Wellbeing Checklist with vulnerable residents. On completion of a Winter Wellbeing Checklist vulnerable residents from across Leeds will be signposted or referred to those important organisations who can provide support on combating social isolation, financial exclusion, home efficiency measures, understanding the importance of flu vaccination uptake and medicine compliance on the aim to reducing ill health associated with cold and damp homes.

Nutrition and hydration - A Keeping Properly Hydrated event was held in April 2016 with the specific message of having 6 – 8 drinks per day. The event included guest speakers and also launched the [Leeds Food Consensus](#), a set of principles for giving consistent evidence based, person centred food messages for older people which enable good health and wellbeing with a focus on enabling, preventing, promoting and maintaining independence.



Health and social care support- The new Homecare contracts commenced on 1st June 2016. Transition so far has been very smooth; with a planned long hand over period and support for people wishing to stay with the same provider via Direct Payment.

A review of the Neighbourhood Networks is underway, with the initial consultation with neighbourhood networks taking place in December 2016/January 2017. The overall aim is to review and formalise the way forward for these services post September 2018, when the current contracting arrangements with extensions will come to an end. The review will provide the opportunity to fully evaluate how well the current arrangements have worked, what changes have taken place within the market place during the lifespan of the current contract and how best to move forward from 1st October 2018 onwards.

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The re-commissioning of Independent Sector Care Homes - Adult Social Care is commencing a major piece of work to re-commission care homes in the city. This will aim to improve the experience of residents of care homes, to ensure we have a resilient provider market, and to make the most effective use of resources. The process will include extensive consultation with residents, families and older people and will be used to inform the service specification before going out to procurement later in 2017 in order for new contracts by December 2017.

To Conclude

This breakthrough project takes forward a long history of work with older people in Leeds and aims for Leeds to be a city where ageing is seen as a positive experience that brings new changes and opportunities and older people have access to the services and resources they require to enable them to live healthy and fulfilling lives. It recognises the need to address the inequalities facing older people in different parts of the city.

Much progress has been made already but more remains to be done. We will continue to work with all our partners during 2017 and beyond to achieve our ambition for Leeds to be the Best City to Grow Old in.

For more information about this report, please contact:

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