



Torbay Age Friendly

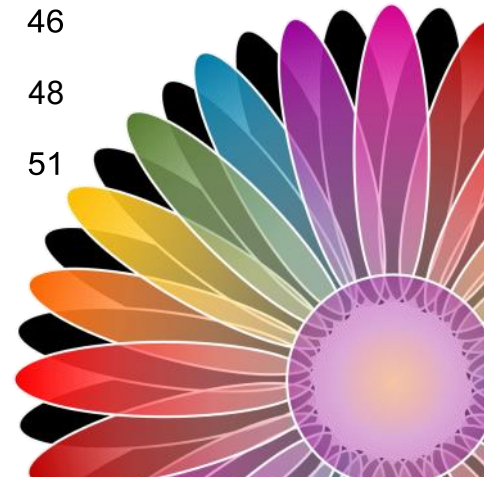
Baseline Report 2021





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Age Friendly Torbay

at a glance

Age Friendly Torbay is coordinated through the Torbay Assembly in partnership with community and statutory organisations in the Bay.

Community Support and Health Services:
Health, social care, volunteering
A person's health status impacts on their ability to work, participate in society and on their quality of life and relationships.

Respect and Social Inclusion:
The extent to which older people participate in the social, civic and economic life of our community is closely linked to their experience of inclusion.

Aims

- Join the Global Network in 2021
 - Improve engagement and communication
 - Increase representation
 - Improve sustainability

Civic Participation and Employment: ,
We need to ensure older people's rights are maintained as the organisation of work, training and volunteering continues to transform our communities.

Housing:
Good housing is essential to safety and wellbeing and influences the independence and quality of life of people.

The Future Torbay
Continue to work together with people and organisations to develop Torbay as a thriving, inspiring and vibrant place to live and work.

Social Participation:
Social participation and social support are strongly connected to good health and wellbeing throughout life.

Outdoor Spaces and Buildings:
The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to 'age in place'.

Pandemic recovery next steps
Integrate community and statutory partnerships into the helpline as front door for people seeking support in Torbay.

Communication and Information:
Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing.

Transport:
Integrating good transport with 'Liveable Communities' is important for improving access, connections, social participation and health.



Introduction

Ageing Well Torbay programme partners, Torbay Assembly, Torbay Council and the Health and Wellbeing Board have worked together since 2015 on an Ageing Well programme for isolated and lonely people over the age of 50. Joining the UK Age Friendly Network and then the Global Network is a key strategy for embedding and continuing our work in the Torbay Community for generations to come.

One of key features of our Age Friendly strategy is that it is lead by the Torbay Assembly who represent the voice of older people in the Bay - in partnership with other organisations and statutory bodies. Another feature is that the concerns raised locally include supporting people of all ages to age well.

This has been reinforced by our learning from the Ageing Well programme which shows that to make long term systematic and cultural shifts you have to work across all ages with the

whole community - essentially a 'community friendly' approach. This approach also requires consideration of the social, health, economic and environmental factors that influence our lives -- this is reflected in the eight themes adopted by age friendly communities.

We are now an active member of the UK Age-friendly Network (joining in 2019). Our ambition is that older people's rights are fully respected and we are able to live independent lives and participate fully in society. We want to continue to contribute to developing Torbay as an inclusive, thriving and vibrant community. We believe involving our community in the World Health Organisation's Global Network of Age-friendly Communities is one of the steps to developing Torbay as a place that respects, acknowledges and celebrates older people.

Baseline Report

One of the steps to achieve the World Health Organisation age-friendly objectives is to establish a baseline assessment of the age-friendliness of our community. We can then assess progress through our three year action plan. We have brought together engagement feedback, data, reports, policies and strategies from Ageing Well partners, voluntary sector, Torbay Council and the NHS.

As part of Ageing Well consultation work 'Food for Thought' sessions and The Big Vision event we have really good insights into older people's thoughts about what would help them

to age well in Torbay. The report was the starting point for the Health and Wellbeing Board to co-write a strategy/vision for ageing well in Torbay.

The Health and Wellbeing Board provides an annual report of Torbay people (Joint Strategic Needs Assessment for Torbay 2020-2021 JSNA), the Torbay Council have adopted an Ageing Well Strategy (developed through the work of Ageing Well Torbay) as part of their Joint Health and Wellbeing Strategy. We also have data from five years of the Ageing Well Torbay partner programme as well as feedback from engagement with people in Torbay. Torbay's Charter has been developed through consultation and sets out commitments developed by local organisations to continue to develop as an age friendly community.

Torbay

Torbay is a small unitary authority in Devon, with a coastal seasonal tourist economy, attractive to retirees. In age friendly terms it is significant for having one of the highest proportions of older people in the UK - just under 50% are over 50 years. Statistically the population is not diverse - when considering ethnic or gender minorities for example – but that doesn't diminish our responsibility to ensure people in our communities feel included and are treated equally as part of an age friendly strategy.

Torbay in the future

The population of Torbay is forecast to rise to around 145,000 by 2030 and 152,000 by 2040, with the most significant growth being in the older population. This is an ageing population. Just over 20% of Torbay's population is aged 70+ compared to 13.6% in England, and 3.8% of the population is aged 85+ compared to 2.5% in England. Domestic migration is the main driver of population growth locally. It is important for organisations and planners to see this trend as positive for Torbay, based on the experience and diversity that this will bring to our communities.

Age Friendly themes

The aim of naming individual themes is to encourage people to think of an age friendly community in a broad, comprehensive, and joined-up way. In practice, there is no clear-cut distinction between these themes, and in reality they complement each other.

As part of the baseline report each of these themes will be examined to highlight existing evidence, summarise feedback, identify good practice, barriers and also areas where improvements can be made. The report will help us to form our three year action plan. We have not listed every single activity but aim to give an impression of the sorts of activities being undertaken in each category, as a starting point for further discussion with people.

This baseline work started pre COVID-19 pandemic, but the impacts have been wide

reaching across our communities and especially with older people and people shielding in their homes - so we have included

a section on planning recovery post pandemic as this will be crucial to consider in our three year action plan.

The Voice of Torbay People Age Friendly Themes

1. Community Support and Health Services: Health, social care, volunteering

2. Civic Participation and Employment: Volunteering, Training, Employment, valuing older people

3. Social Participation: Ability to participate, build new relationships and create new opportunities to come together

4. Communication and Information: Access to good information, plain language, assistive technology and digital inclusion

5. Respect and Social Inclusion: Ageism, intergenerational opportunities, economic inclusion

6. Housing: Affordable, appropriate design, maintenance, community integration

7. Outdoor Spaces and Buildings: Quality of life, access, safety. Clean, green, somewhere to rest, pavements, roads, buildings, cycle paths, toilets

8. Transport: Availability, affordability, reliability, access, safety, comfort, community transport, taxis, parking





Theme 1: Community Support and Health Services

Health, social care and volunteering

A person's health status impacts on their ability to work, participate in society and on their quality of life and relationships.

Health and support services are vital to maintaining the health and independence of people in the community. Older people all have different health care needs and preferences. A range of services along the continuum of care for older people, such as preventive care, specialist clinics, hospitals, adult day opportunities and support hubs, respite care, rehabilitation, residential and nursing care, home care and palliative care, currently meet these diverse needs. These services should be easily accessible, affordable and at convenient locations.

Care homes that are located within residential areas allow people in care to remain connected to their familiar surroundings, family and friends.

Education on the ever changing health system and available health services would raise awareness among older people of the areas of care available to them.

Health services should also be affordable or support available to cover the costs, to provide older people with peace of mind that they will be able to receive care regardless of their ability to pay.

Local authorities and health services are having to manage ever-shrinking resources and so will need to continue to explore new approaches to meeting local health needs including supporting the growth of wellbeing and social prescribing networks.

A fundamental shift in emphasis is required over the next few years, giving greater emphasis on care coordinated around individual needs rather than single diseases, and a much greater focus on prevention and support for maintaining independence - and living longer, better.

Good Practice Examples

Wellbeing Coordinators - Age UK Torbay and Brixham Does Care

We enable people aged 50+ to be referred to the Wellbeing Programme delivered through a collaborative partnership of Torbay and South Devon NHS Foundation Trust, Torbay

Community Development Trust, Teignbridge Community and Voluntary Service, and Age UK Torbay. Age UK Torbay has Wellbeing Coordinators who help older people in Torbay to be active in managing their own wellbeing, health and care linked to health and community support services. We offer coaching conversations with all referred about what matters to them. This enables innovation in wellbeing interventions by local teams. We continue to trial new approaches working with the voluntary, private and statutory sector within an overall wellbeing programme framework.

***'Age UK Torbay and the community builders are angels. They have given me my life back.'** Sylvia 2020*

***'You are all brilliant. I can't thank you enough for everything that you are doing for me. I thank you for your compassion, your enthusiasm and your empathy. I feel even stronger about that now.'** Peter 2020 about Wellbeing Coordinators*

Peer Support Torbay - Step One

Creating new support networks through co-designed training courses to help people experience less anxiety, depression or low self-esteem. Includes coping with loss, change, bereavement, and retirement, managing anxiety and depression, self-harm/suicide, and building and maintaining self-esteem, and social connection. People can access peer support through the delivery of outreach/engagement sessions in partnership with

providers across Torbay, including Age UK, GP surgeries, Carer and Supporter Groups, and Social Housing Organisations. Identify 'over 50' individuals who are most at risk of experiencing social isolation, loneliness and mental health difficulties. Creating opportunities for 'over 50' adults with lived-experience of mental health challenges particularly anxiety, depression and social isolation to join the Learning Community network of 'Peer Trainers' and 'Peer Supporters'.

Carer and health support pilots.

Circles of Support created groups of 'allies' who provide friendship and support to Carers in Torbay. Carers Aid provided support, signposting and advocacy to families in the Bay for unpaid Carers – anyone who care for a family member, neighbour or friend who would find it hard to manage without them. Torbay Navigators delivered by British Red Cross supported people over 50 in Torbay who were, at risk of experiencing a life event, a life transition or crisis and to help them meet their personal goals in becoming healthier, independent and more socially active. It is particularly aimed at older people who are not currently prioritised by statutory health and social care services. Peer support delivered by Health Navigators is being developed by Healthwatch through the Staying Put programme. Healthwatch also piloted a digital inclusion project providing better access to health services. Carers of adults with learning disability delivered by Mencap developed

community based support, networking and information to older family carers of people with a learning disability in Torbay to reduce social isolation and help families to plan for the future. The Healthy Ageing and Frailty Group overseen by the NHS supports improvements and education around frailty and falls protection. Torbay on the Move and Living Longer Better is a new programme to be introduced into Torbay which focuses on health improvement through activity and life style delivered through a community network of coaches.

Consultation

The Voice of Torbay People

The highest number of comments we received about health referred to the lack of support services in general, and particularly mental health support.

- People mentioned difficulties in accessing appointments with their GP, via phone or being able to get to the surgery, and also identified the practice of gatekeeping.
- Poor public transport was a barrier to attendance at health appointments including costs of taxis, poor timing of buses or no buses.
- Some people felt that the health service discriminated against older people, either seeing them as using diminishing resources or not being worth investing in treatment due to age.

- Lack of good and accessible information about what is available as health services.
- Many of the people we spoke to wanted to stay at home or remain as independent for as long as possible but recognised they needed support. The majority of comments, related to the need for additional help, but also recognition that this might not be a paid -for service, it could come through supportive neighbourliness, i.e. able older people identifying that they could help their less able neighbours. Tasks such as changing light bulbs, hanging curtains, turning mattresses, putting out dustbins, moving furniture, clearing lofts and attics were mentioned.
- People felt that 'person-centred care' was important, in their own homes (including chiropody, shopping, cleaning, and personal care) and not feeling rushed.
- The lack of floating support workers or home aids were noted, and also the need for low cost accessible centres where people could go to socialise and meet others –available at weekends.

“Bring back support workers”

“Continuity with care package providers”

“Personal shoppers to help you stay independent”

“Mental Health Support....we need support/drop in groups/places to go for help...”

“Better access to GP's - available 7 days a week”

“Help with getting to hospital – was told to get an ambulance– felt like was depriving someone else”

“Remove perceived discrimination in health service against older people”

“Much more social care to prevent hospital admissions”

“Local version of the Samaritans for the over 60’s”

Potential Barriers to Age Friendliness

Access – Some older people may find it difficult to access health services, for example if these are not located on accessible transport routes, or if the system of booking appointments is not flexible.

Awareness – Some people may accept poor health as simply ‘part of getting older’ and therefore not realise that adaptations and support can be put in place to help them stay independent.



The Voice of Torbay People Community Support and Health Services

Age Friendly Checklist

✓ **Service accessibility** - health and social services are well-distributed, conveniently co-located, and can be reached readily by all means of transportation. Residential care facilities, including retirement homes and nursing homes, are located close to services and residential areas so that residents remain integrated in the larger community.

✓ **Clear and accessible information** - is provided about the health and social services for older people.

✓ **Offer of services** – a range of health and community support services is offered for promoting and maintaining health, and home care services include health services, personal care and housekeeping.

✓ **Health and social services** - health and social services offered address the needs and concerns of older people, and emergency planning includes older people, taking into account their needs and capacities in preparing for and responding to emergencies.

✓ **Voluntary support** - volunteers of all ages are encouraged and supported to assist older people in a wide range of health and community settings.

✓ **Economic barriers** - economic barriers impeding access to health and community support services are minimal.

Community Support and Health Services - Baseline Charts

Ageing Well Overview

Torbay is home to **35,907** people aged 65 and over



The proportion of those aged 65 and over is predicted to increase from the current level of 26 out of 100 to **34 out of 100** in 2040

A 65 year old woman would be expected to live until **86**



A 65 year old man would be expected to live until **84**

52 out of 100 social care users aged 65 and over have as much social contact as they would like



34 out of 100 carers aged 65 and over have as much social contact as they would like



18 out of 100 of those aged 65 and over are claiming pension credit

1,524 people aged 65 and over registered by GP with dementia



There were **14,411** A&E Attendances made by those aged 65 and over



There were **9,283** emergency hospital admissions made by those aged 65 and over



Those aged 65 and over had **715** emergency hospital admissions for falls

71 out of

100 people aged 65 and over received a flu vaccination



176 local authority funded permanent admissions to residential and nursing care homes for those aged 65+ during 2018/19



4,650 requests for adult social care support for new clients aged 65 and over during 2018/19

1,211 of those aged 65 and over received funded long-term support for Physical Personal Care during 2018/19



There are approximately **1,750** unpaid carers aged 65 and over

Community Support and Health Services - Baseline Charts

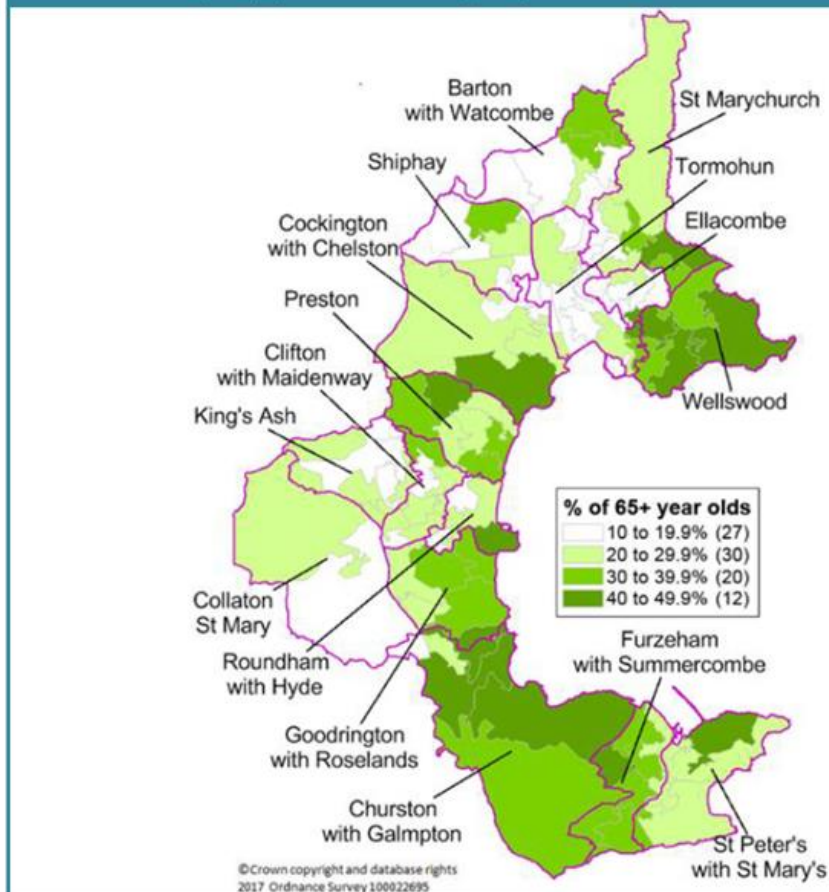
This section relates to Torbay's population which is aged 65 and over. This aims to be an overview of key indicators that indicate the position and experiences of older people in Torbay.

AGED 65 AND OVER DEMOGRAPHICS

Figure 58

Proportion of those aged 65 and over

Source: ONS Mid-year population estimate (2018)

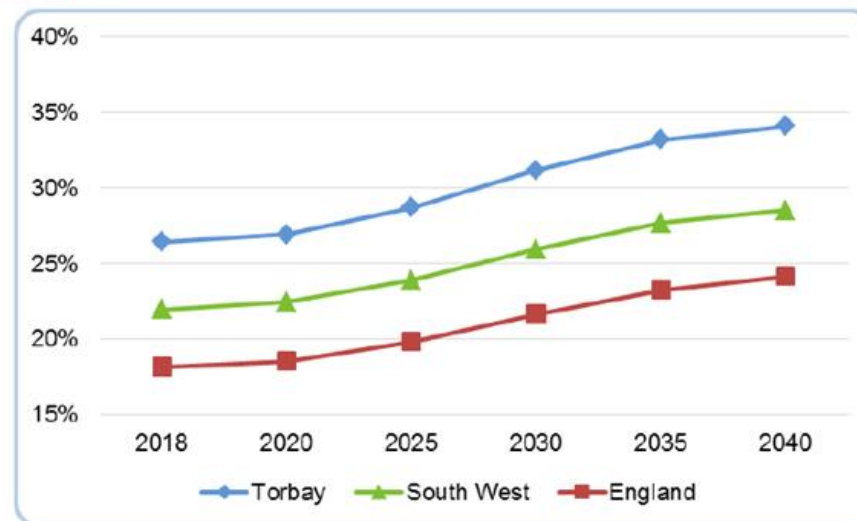


Central Torquay and Paignton have proportions of those aged 65 and over that are smaller than Torbay in general (Figure 58). These areas are broadly the same as the most deprived areas in our community.

Figure 59

65 and over population (2018) and projected population (2020 to 2040)

Source: NOMIS



Those aged 65 and over currently make up 26% of the Torbay population, this is higher than England (18%) and the South West (22%) (Figure 59). Current projections are for this proportion to rise by 2040 to 34% for Torbay (England – 24%, South West – 28.5%). This rise in the 65 and over population will lead to significant additional demands on health and social care services as approximately a third of Torbay's population will be over 65. In 2018, Torbay's 65 and over population is approximately half the size of the 18-64 year old population. By 2040, Torbay's 65 and over population is projected to be 70% of the 18-64 year old population.

For more information, visit the Topic Based Overviews pages at <http://www.southdevonandtorbay.info>

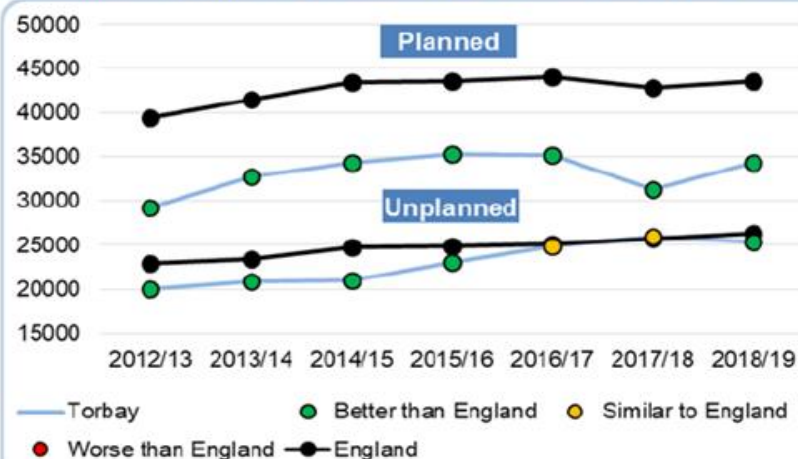
Community Support and Health Services - Baseline Charts

HEALTH – ADMISSIONS TO HOSPITAL AND A&E ATTENDANCES

Admissions to hospital are classified as either planned or unplanned (emergency) admissions, an unplanned admission is expensive and frequently preventable through better care outside of hospital. Significant increases in unplanned admissions and A&E attendances among the 65 and over age group could occur because of issues accessing adequate medical services to help prevent or manage their conditions in the community. There are also significant links between those with lower incomes and poor health.

Figure 60
Planned and
unplanned
admissions to
hospital for those
aged 65 & over per
100,000 population
(Age standardised)

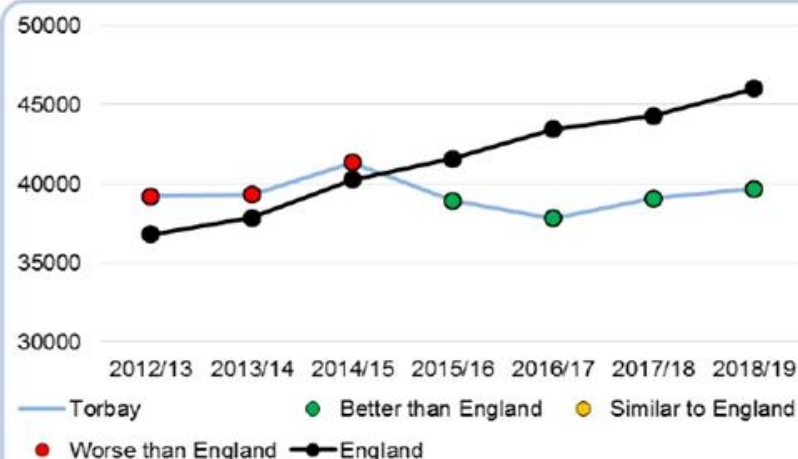
Source: Hospital Episode
Statistics



For planned admissions, Torbay has consistently been significantly lower than the national average. From 2014/15 onwards, unplanned admissions have increased in comparison with England (Figure 60). These rates are age standardised, this technique allows areas with significantly different age profiles to be compared.

Figure 61
A&E attendances for
those aged 65 &
over per 100,000
population (Age
standardised)

Source: Hospital Episode
Statistics



Accident & Emergency admission rates (age standardised) for those aged 65 and over in Torbay have been significantly better than England since 2015/16. Overall, the rate has not increased in Torbay between 2012/13 and 2018/19, this is in marked contrast to the national picture which has seen significant rise in the same period (Figure 61).

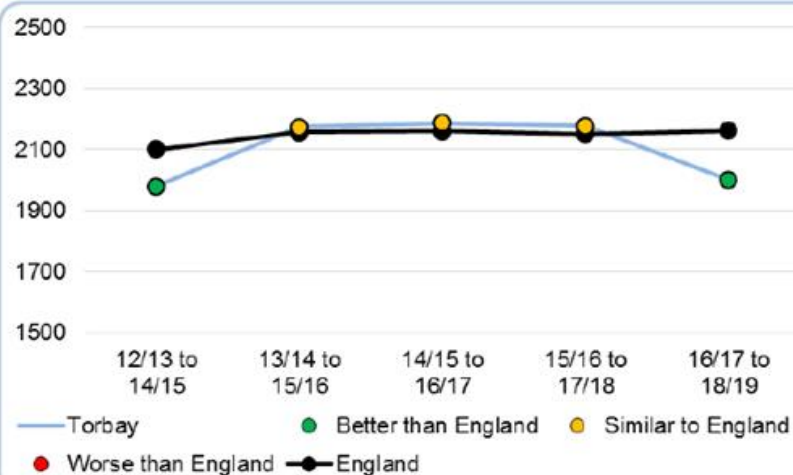
Community Support and Health Services - Baseline Charts

HEALTH – ADMISSIONS FOR FALLS AND AMBULATORY CARE SENSITIVE (ACS) CONDITIONS

Falls are the largest cause of emergency hospital admissions for older people. The highest risk of falls is in those aged 65 and over, it is estimated that about 30% of people older than 65 and 50% of people older than 80 fall at least once a year (Falls in older people: assessing risk and prevention - NICE, 2013). Ambulatory care sensitive (ACS) conditions are conditions where hospital admissions may be prevented by interventions in primary care. Common types of ACS conditions are Influenza, Diabetes complications, COPD and Asthma.

Figure 62
Emergency hospital admissions due to falls in people aged 65 and over per 100,000 population (Age standardised rate)

Source: Hospital Episode Statistics



Within Torbay, emergency hospital admissions due to falls for those aged 65 and over have broadly been in line with national and regional figures (Figure 62). There was a spike in admissions during 2015/16 which appears to have been a one-off occurrence, in all other years admissions were below or in line with national figures.

Figure 63
Emergency hospital admissions for ACS conditions in people aged 65 and over per 100,000 population – 2016/17 to 2018/19 (Age standardised rate)

Source: Hospital Episode Statistics



The rate of Emergency hospital admissions for ambulatory care sensitive (ACS) conditions within Torbay is in line with national figures but significantly above the regional average (Figure 63).

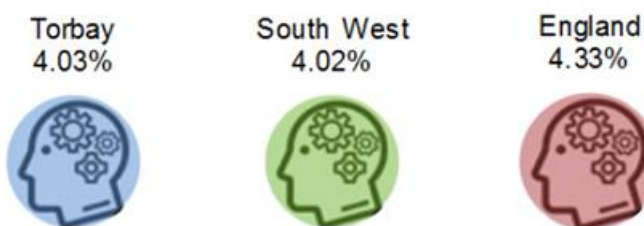
Community Support and Health Services - Baseline Charts

HEALTH – DEMENTIA AND FLU VACCINATIONS

Dementia is a syndrome characterised by a progressive deterioration in intellectual function and is a main cause of late-life disability. The prevalence of dementia increases with age. A flu vaccination is offered each year to high risk groups at greater risk of developing serious complications if they catch flu, amongst those high risk groups are people aged 65 and over. An increase in the uptake of the flu vaccine should contribute to easing winter pressure on primary care services and hospital admissions.

Figure 64
Recorded
Prevalence of
Dementia for those
aged 65 and over

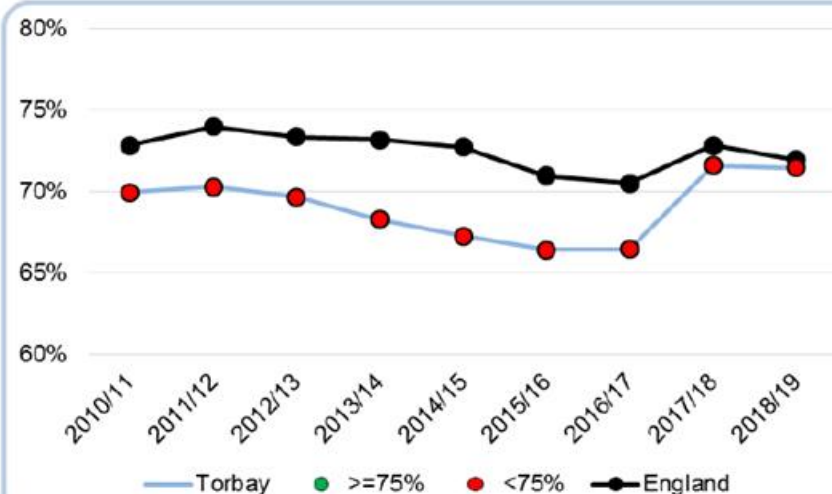
Source: Public Health
Outcomes Framework



Dementia rates for those aged 65 and over are recorded by GP practices, prevalence rates within Torbay are largely in line with national and regional rates at approximately 4% (Figure 64). It should be noted that these are cases where dementia has been diagnosed, the figure of 4% will be an underestimate. As the population ages, these numbers will rise from the current level of 1,524 (December 2018) requiring an increase in the scale of services needed to provide treatment and support.

Figure 65
Population
vaccination
coverage – Flu (aged
65+)

Source: Public Health
Outcomes Framework



The target for flu vaccinations is 75% amongst those aged 65 and over. Rates in Torbay have consistently not met these targets although rates have improved for the last two years to 71.5% (Figure 65). Rates have been below regional and national averages, it should be noted that national and regional rates have not reached the target of 75% in any of the years since 2010/11.

Community Support and Health Services - Baseline Charts

INCOME DEPRIVATION AFFECTING OLDER PEOPLE

Income deprivation affecting older people measures the proportion of the population aged 60 and over who are in income deprived families. The measure is based upon the proportion of families with a member over 60 who receive either pension credit, income support, income-based Jobseeker's Allowance or income-based Employment and Support Allowance.

The English Indices of Deprivation 2019
Rank of Income Deprivation Affecting Older People

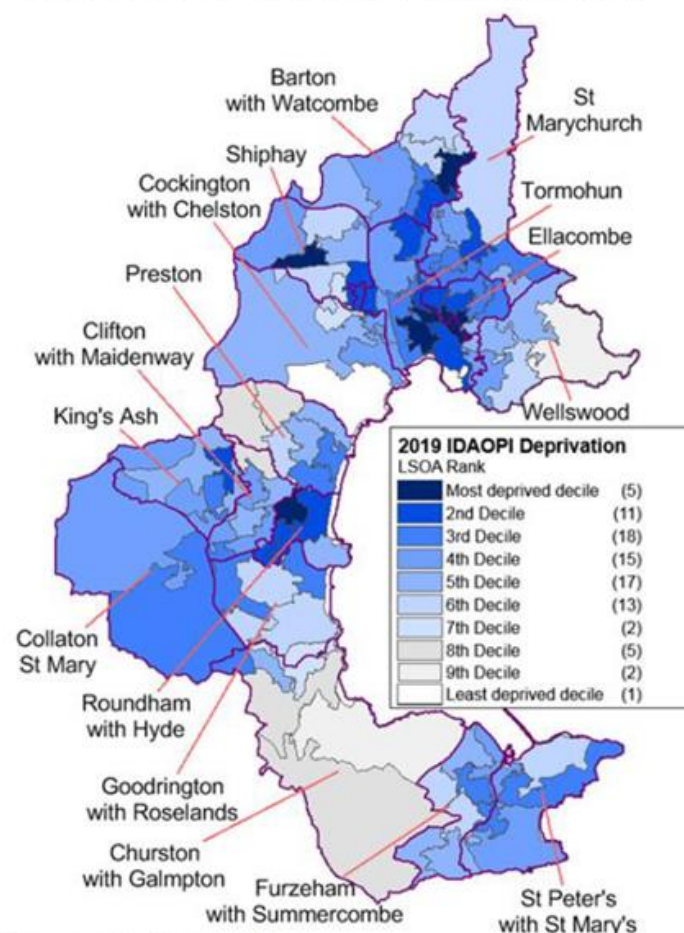


Figure 66
Rank of Income
Deprivation Affecting
Older People – Torbay
2019

Source: Index of Multiple Deprivation (2019)

Torbay was ranked as the 42nd most deprived upper-tier local authority out of 151 for the 2019 Index of Multiple Deprivation (2015 – 44th). It was also ranked the most deprived in the South West ahead of Bristol (53rd) and Cornwall (76th).

17.4% of the 60 and over population within Torbay are classified as income deprived, this is an improvement on the 2015 figure of 19.8%. Despite this improvement, Torbay's rank did not improve as this is a relative measure which implies that other authorities had similar or better improvements (Figure 66).

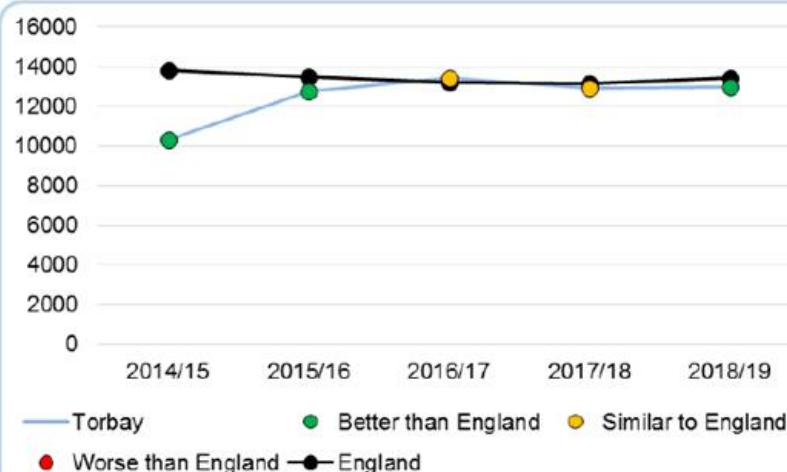
Community Support and Health Services - Baseline Charts

SOCIAL CARE – NEW CLIENTS AND REABLEMENT/REHABILITATION

Adult social care is support provided to adults with physical, mental and learning difficulties. This can be provided through helping someone to wash, get dressed or cleaning the living areas. This could be provided in the home or in residential care and nursing homes. The ageing population is likely to lead to increased levels of demand for these services in the future.

Figure 67
Rate of requests for adult social care support for new clients aged 65 and over per 100,000 population

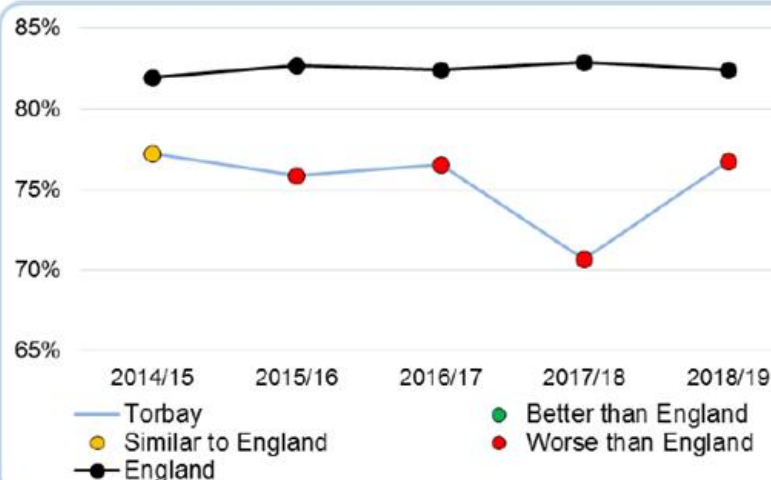
Source: Torbay and South Devon Healthcare Trust (Torbay), Adult Social Care Activity & Finance Report (England)



Over the last three years, Torbay has had a similar rate of requests for adult social care support for new clients compared to England (Figure 67), figures were significantly higher than the South West average. For 2018/19, there were 4,650 requests for those aged 65 and over. A new client is defined as an individual who was not in receipt of long-term support at the time of the request.

Figure 68:
Percentage still at home 91 days after discharge from hospital into reablement/rehabilitation services, aged 65 and over

Source: Torbay and South Devon Healthcare Trust (Torbay), Adult Social Care Activity & Finance Report (England)



Over the last three years, Torbay has had significantly lower rates of older people (65 and over) still at home 91 days after discharge from hospital into reablement and rehabilitation services than England (Figure 68). Rates are also significantly lower than the regional average. For 2018/19, of the 331 older people offered rehabilitation following discharge from a hospital, 254 remained at home 91 days later (76.7%).

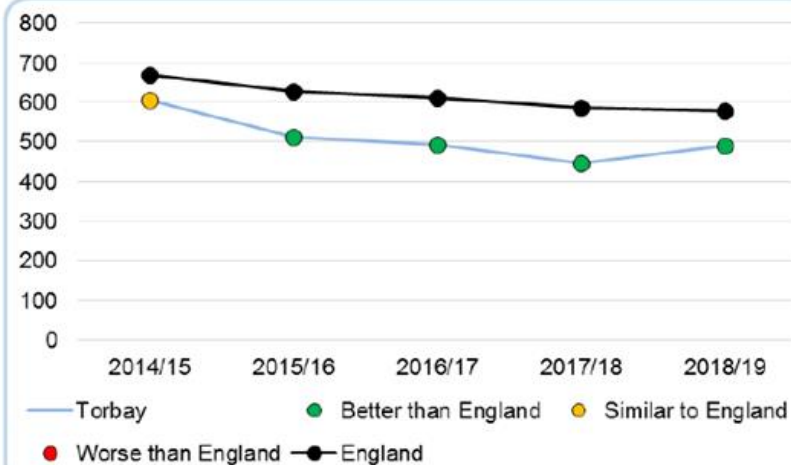
Community Support and Health Services - Baseline Charts

SOCIAL CARE – RESIDENTIAL/NURSING HOMES AND PERSONAL PHYSICAL CARE

Adult social care is support provided to adults with physical, mental and learning difficulties. This can be provided through helping someone to wash, get dressed or cleaning the living areas. This could be provided in the home or in residential care and nursing homes. The ageing population is likely to lead to increased levels of demand for these services in the future.

Figure 69: Long-term support met by permanent admission to residential and nursing care homes, aged 65 and over per 100,000 population

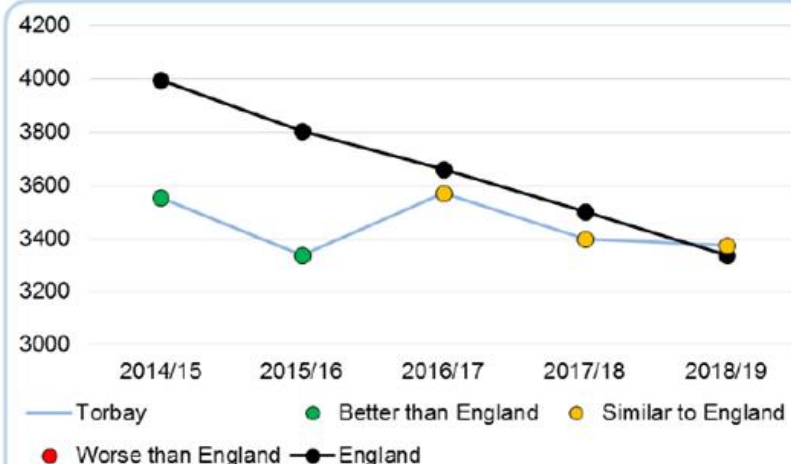
Source: Torbay and South Devon Healthcare Trust (Torbay), Adult Social Care Outcomes Framework (England)



Over the last three years, Torbay has had significantly lower rates of older people (65 and over) whose long-term support needs were met by permanent admission to a residential or nursing home than England (Figure 69). Rates were also significantly lower than the regional average. For 2018/19, 176 older people were permanently admitted to residential and nursing homes.

Figure 70: Rate of long-term support for those with a primary support reason of Personal Physical Care, aged 65 and over per 100,000 population

Source: Torbay and South Devon Healthcare Trust (Torbay), Adult Social Care Activity & Finance Report (England)



Over the last three years, Torbay's rate of long-term support for those with a primary support reason of Physical Personal Care has been in line with England (Figure 70) and higher than the regional average. For 2018/19, there were 1,211 cases with a primary support reason of Physical Personal Care for those aged 65 and over.

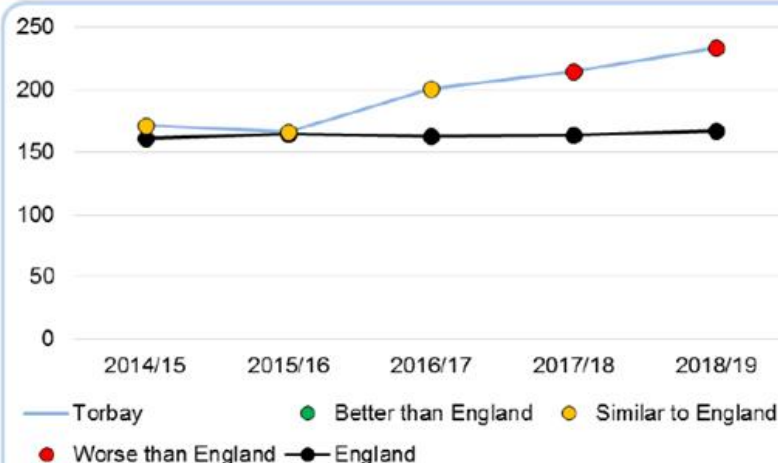
Community Support and Health Services - Baseline Charts

SOCIAL CARE – LEARNING DISABILITY AND MENTAL HEALTH

Adult social care is support provided to adults with physical, mental and learning difficulties. This can be provided through helping someone to wash, get dressed or cleaning the living areas. This could be provided in the home or in residential care and nursing homes. The ageing population is likely to lead to increased levels of demand for these services in the future.

Figure 71: Rate of long-term support for those with a primary support reason of Learning Disability, aged 65 and over per 100,000 population

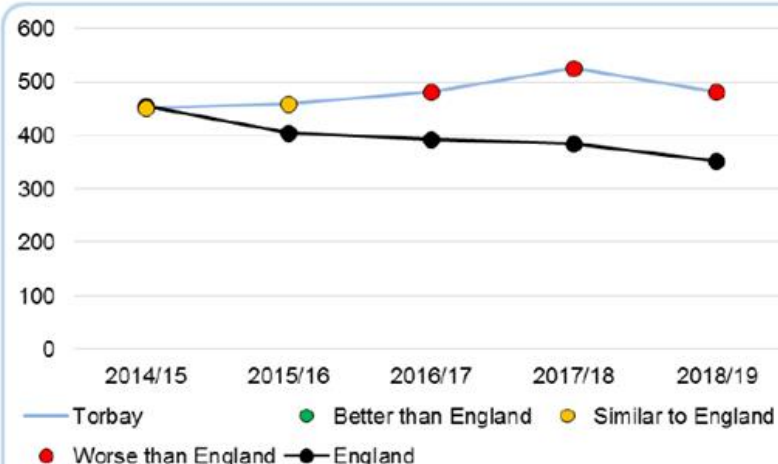
Source: Torbay and South Devon Healthcare Trust (Torbay), Adult Social Care Activity & Finance Report (England)



Over the last three years, Torbay's rate of long-term support for those with a primary support reason of Learning Disability has been significantly higher than England (Figure 71) and the regional average. For 2018/19, there were 84 cases with a primary support reason of Learning Disability for those aged 65 and over.

Figure 72: Rate of long-term support for those with a primary support reason of Mental Health, aged 65 and over per 100,000 population

Source: Torbay and South Devon Healthcare Trust (Torbay), Adult Social Care Activity & Finance Report (England)



Over the last three years, Torbay's rate of long-term support for those with a primary support reason of Mental Health has been significantly higher than England (Figure 72) and close to double the regional average. For 2018/19, there were 173 cases with a primary support reason of Mental Health for those aged 65 and over.

Community Support and Health Services - Baseline Charts

Ageing well summary profile (Sources in Appendix)

Indicator	Measure	Torbay	CIPFA comparator group	South West	England	RAG Rating compared to England
DEMOGRAPHY						
Dependency ratio (2018)	Ratio	73.1	64.0	62.7	57.0	↑
Life expectancy at age 65 - Female (2015 - 17)	Years	20.8	20.7	21.6	21.1	↓
Life expectancy at age 65 - Male (2015 - 17)	Years	18.6	18.4	19.2	18.8	↑
Excess Winter Deaths - Female (Aug 2015 - Jul 2018)	%	25.8%	25.4%	24.5%	25.0%	↓
Excess Winter Deaths - Male (Aug 2015 - Jul 2018)	%	23.0%	17.6%	17.6%	19.5%	↓
FINANCE						
Pension Credit claimants (2016/17 - 2018/19)	%	17.6%	15.7%	12.1%	14.9%	↓

Community Support and Health Services - Baseline Charts

SOCIAL CARE						
Long-term support for Learning Disabilities (2016/17 - 2018/19)	Rate per 100,000	217	169	143	165	↑
Long-term support for Mental Health (2016/17 - 2018/19)	Rate per 100,000	496	531	259	376	↑
Long-term support for Physical Personal Care (2016/17 - 2018/19)	Rate per 100,000	3447	3466	3019	3499	↑
Requests for ASC support for new clients (2016/17 - 2018/19)	Rate per 100,000	13083	14618	11982	13259	↑
Long-term support for Social Isolation/Other (2016/17 - 2018/19)	Rate per 100,000	61	70	112	112	↓
Still at home 91 days after discharge from hospital into reablement/rehabilitation service (2016/17 - 2018/19)	%	74.4%	82.2%	81.6%	82.6%	↑
Permanent admissions to nursing or residential care (2016/17 - 2018/19)	Rate per 100,000	477	727	546	592	↓

Community Support and Health Services - Baseline Charts

HEALTH						
Prevalence of Dementia (Dec 18)	%	4.0%	4.4%	4.0%	4.3%	↓
Prevalence of Strokes (2018/19)	%	2.7%	2.3%	2.2%	1.8%	↑
Flu vaccination coverage (2018/19)	%	71.5%	73.0%	73.4%	72.0%	↓
Admissions due to falls (16/17 to 18/19)	DSR per 100,000	2001	2299	2060	2162	↓
A&E attendances (16/17 to 18/19)	DSR per 100,000	38847	45863	37579	44579	↑
Emergency admissions for ACS conditions (16/17 to 18/19)	DSR per 100,000	2830	3158	2348	2831	↑
Elective admissions (16/17 to 18/19)	DSR per 100,000	33580	45682	44090	43455	↓
Non-Elective admissions (16/17 to 18/19)	DSR per 100,000	25402	26662	22719	25706	↑
Delayed Transfers of Care (2016/17 to 2018/19)	Rate per 100,000	8.2	10.5	16.1	12.5	↑

Direction of arrow relates to direction of travel since the previous period

Colour of arrow relates to RAG rating relative to England (Red – Significantly worse, Amber – Not significantly different, Green – Significantly better than England, Black – Not compared to England)

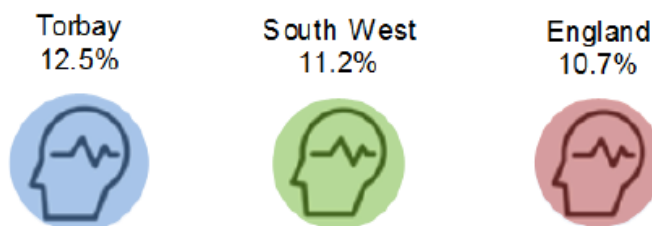
Community Support and Health Services - Baseline Charts

MENTAL HEALTH

Mental health issues are a significant public health concern. Depression has been a condition that had not been diagnosed for a significant proportion of individuals who had the condition. Rates for England as measured by the Quality Outcomes Framework have been increasing nationally since 2012/13 when 5.8% of patients aged 18+ were diagnosed with depression. The latest rates for 2018/19 are 10.7%, this is a result of increased awareness and recording of those with depression by GPs. Suicide is a significant cause of death in young adults, and is seen as an indicator of underlying rates of mental ill-health.

Figure 50
Depression –
Recorded
Prevalence (aged
18+)

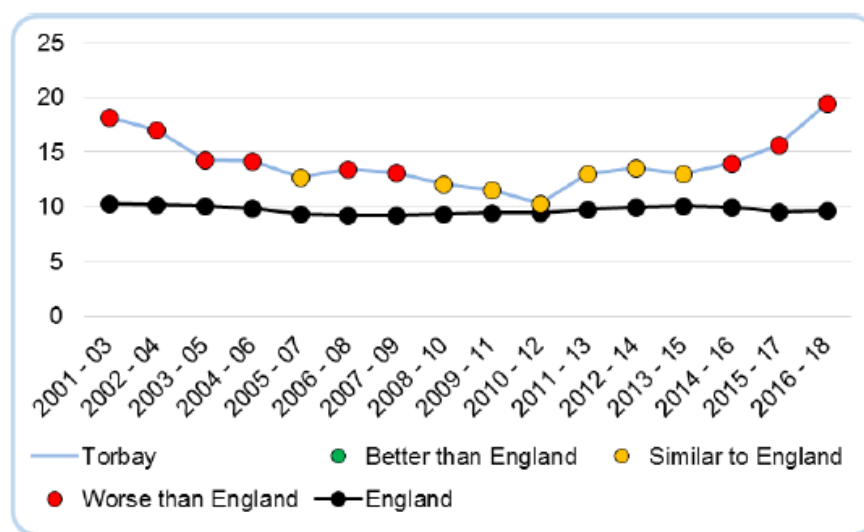
Source: Public Health
Outcomes Framework



1 in 8 (12.5%) adult patients on Torbay GP registers are diagnosed with depression (Figure 50). This rate is slightly higher than the national and regional rates of approximately 1 in 9 patients. Although recognition and recording of depression is increasing there is still a significant likelihood that these figures are underestimates of the true prevalence.

Figure 51
Suicide rate per
100,000 population
(Age standardised
rate)

Source: Public Health
Outcomes Framework



Suicides are not common occurrences and there will be an inherent volatility to the data at Torbay level, but there is an upward trend in the number of suicides recorded. For the last three last periods, Torbay's suicide rate has been significantly higher than England (Figure 51) and for the period 2016-18 was the largest of any upper-tier local authority in England. The total number of suicides for Torbay residents for the period 2016-18 was 67.



Theme 2: Civic Participation and Employment

Volunteering, training, employment and valuing older people

Older people do not stop contributing to their communities upon retirement with many continuing to provide unpaid and voluntary work for their families and communities.

Increasing numbers of older people continue to engage in paid work beyond state pension age. In many cases this is because people enjoy the sense of purpose, fulfilment, and social connections that work provides. In other cases, it is because of their financial circumstances. An age friendly community provides options for older people to continue

to contribute to their community, through paid employment or voluntary work if they so choose, and to be engaged in the political process that supports economic development. It is important to create education and training frameworks that support older people to improve their skills for work, learn about something they are interested in, meet new people, or enjoy an active retirement.

Good Practice Examples

FAIR - Citizen's Advice Bureau and partners

Financial Advice Information and Resilience is delivered by Citizens Advice Bureau (Lead), Age UK Torbay, Brixham Does Care, Homemaker South West, Healthwatch Torbay, Mencap, Sanctuary Housing, Torbay Advice Network, YES Brixham Limited, VisualEyes Torbay and Crafty Fox Café 'n' Hub. This project aims to make advice and financial information services more accessible for people over 50 in the Torbay region. Consultations highlighted that 46% of older residents in the Bay wanted better access to advice and information. Many respondents were worried about their incomes reducing in old age, especially after bereavement or other life events for example retirement, redundancy, ill health and disability. FAIR's primary aim is to identify any possible entitlement to benefits and helping clients to make a claim or challenge a decision which has gone against them.

also, to help when people are struggling with money and support them through the process of dealing with their debts, from negotiating with creditors to referring them for specialist advice. Income maximisation is a big part of what FAIR does, and they also help people to apply for social housing, blue badges, bus passes and to switch to a better energy deal – anything which helps their money reserves stretch a bit further.

Innovation Fund -Torbay Community Development Trust

Projects were selected through a peer panel for micro funding on the basis of innovation in supporting older people. They were run as test and learn projects with the most successful being offered an extension through new contracts.

Eat That Frog

Provide a range of free or subsidised training programmes and activities designed for people to get back into the jobs market.

Community Partnerships

Resident groups that meet monthly in each ward and work on issues from their communities across Torbay with support from their local councillor.

The Voice of Torbay People

Consultation

The people in later life, we met could see what the challenges were, and as well as identifying solutions or improvements to existing services, they were identifying what they could do to help themselves and offering to volunteer, share skills, and help others.

- They felt they were part of the solution, rather than being part of a problem, and that they had untapped skills and experience.
- Often what has stopped people over 50 from offering help or support to others is concern that they might be viewed as intrusive or nosey.
- Also what has stopped people from asking for help or support is a lack of knowledge of what is available, pride, and not wanting to be seen as a burden.
- For volunteering opportunities for older people it is useful to have flexible hours and also encourage family volunteering.
- Flexible volunteering (micro, one-off, local) with bureaucracy removed is also welcomed.
- A call to action for current or former business leaders, health and social care professionals, managers to volunteer.

The Voice of Torbay People Civic Participation and Employment

Age Friendly Checklist

✓ **Volunteering options** - there is a range of options for older volunteers to participate. Voluntary organisations are well-developed, with infrastructure, training programmes and volunteers are supported in their voluntary work.

✓ **Employment options** - there is a range of opportunities for older people to work, and policies and legislation prevent discrimination on the basis of age, so that retirement is a choice, not mandatory. There are employment programmes and agencies for older workers. Older workers' earnings are not deducted from pensions and other forms of income support to which they are entitled.

✓ **Civic participation** - advisory councils, boards of organisations, etc. include older people, and support exists to enable older people to participate in meetings and civic events.

✓ **Policies, programmes and plans for older people** - are based on contributions from older people. Older people are encouraged to participate, and are respected and acknowledged for their contributions.



- More links with schools, colleges to establish inter-generational volunteering.
- Encouraging and supporting over 50s into work including through tax advice re: pensions.

“Helping all our neighbours, give them a smile, a chat etc.”

“Help others, but also to help yourself.”

“Getting out of the house would be great....just talking to people....going for coffee...”

“Look for volunteer work...NHS wants drivers, supporting people a couple of days a week...”

“Doing voluntary work and helping others – eg meal time companions, helping people get to appointments”

“Being taken seriously and encouraged to fully participate. My knowledge and expertise being valued”

Potential Barriers to Age Friendliness

Employment – employment options for older people are still limited, for example a lack of flexible working hours and ageist approaches may be a barrier for some older people.

Volunteering – some older people may lack access to information about volunteering opportunities or these may require rigid time commitments. If they have not volunteered previously then they may not perceive it as something suitable for them to do, and therefore not seek out this information. Some

may help out in their local community but not perceive this as volunteering.

Civic Participation and Employment—baseline statistics

- The 2018 based SNPPs (sub-national population projections) assess the old age dependency ratios, which is the number of persons above state retirement age per thousand people of working age. Torbay is above the national, regional and Devon average, with a projected 580 persons above retirement age per thousand of working age by 2040. Scenarios for migration projections make only a marginal difference to the old age dependency ratio.
- Torbay is ranked the 48th most deprived in England, with 36,691 people living in the bottom 20% most deprived areas, equating to 27.4% of the population. The most deprived areas tend to be primarily concentrated around the centres of each of the three towns.
- The main domains which contribute the most to Torbay’s overall multiple deprivation are: income, employment, education, and health/disability.
- Many people are in unstable part-time employment and tend to have relatively high debt levels. Part-time employment is above the national and regional averages, accounting for 43% of the area’s jobs, compared to 32.3% and 36.3% respectively

– severely impacting upon people’s standards of living.

- The local economy has a strong dependence on the face-to-face service sector, accounting for 30,125 of the 48,500 jobs or 68.4% of all jobs. Those sectors which are particularly susceptible are health and social care, tourism and hospitality and retail.
- Analysts predict the impact of Covid19 to be worse than the recession of 2008/9. The move to homeworking has led to a rapid adjustment for many businesses with investment in new technology and systems to enable the workforce to continue working. Given the impact of Covid 19 in cities and the relatively lower incidence of cases in rural/coastal towns, city based businesses may look to relocate.
- Projected public investment includes the commitment for the Torbay and South Devon NHS Trust of up to £400M for the hospital improvement programme alongside up to £43M into Torquay and Paignton through Town Deal and Future High Streets Fund which offer opportunities for these towns and in Brixham there is commitment to support the further development of the fishing industry with investment at the market and for the town investment in the town centre.

Economic impacts

- Torbay is a premier tourism resort with 4.6m tourist visits in total with 3.5m for the day and 1.1m staying overnight. It is home to several international language schools. 11,625 people are employed in tourism in the Bay.
- The fishing industry remains strong with Brixham landing the highest value catch in any English port.
- Torbay retains blue chip companies specializing in photonics and electronics.
- Wages in Torbay are significantly below the national and regional average. It is low wages in Torbay, rather than high house prices that push up affordability ratios. At 2019 Torbay's median (workplace based) earnings were £24,855 (Exeter £29,534, England and Wales £30,500, South West £28,654). Lower quartile earnings in 2019 for Torbay were £18,469 (England and Wales £21,941, South West £21,099).
- The percentage of workless households are 17.1% in Torbay compared to 11.8% in the South West (2018 figures).
- Torbay has a job density of 0.74 (i.e. for every 100 residents aged 16-64 there are 74 jobs). The figure for the South West is 0.89 and Great Britain 0.86.
- At 2018, there were 57,000 jobs in Torbay. The number of jobs peaked in Torbay at 60,000 in 2001 and 2004 and has not risen above this level.
- By contrast to the number of Torbay Jobs, the number of Torbay residents in employment has risen. In 2012 there were 55,800 Torbay residents in employment, and 60,700 in 2019.
- Torbay lags behind the UK on many economic measures, it has experienced significantly lower levels of business growth of 13% compared to 30.6% nationally, employment growth of 9% compared to 10.4% nationally, and GVA growth of 7.5% compared to 28.8% nationally, since 2011.
- GVA per head in 2018 (latest) is £14,599, ranking it the lowest in England by NUT3 areas (The NUTS classification Nomenclature of territorial units for statistics: NUTS 3 applies to small regions for specific diagnoses), slipping from the third lowest in 2017. This represents 51.2% of the UK average, with the gap widening over the last 10 years. However, when comparing output per full-time equivalent (FTE) worker, economic performance is better at £42,600, but continues to lag behind the UK average.
- Gross Value Added (GVA)¹ per head, how productive our economy is, is one of the lowest in the country, and expected to contract to 9.7% with the impact of the pandemic.
- The current forecasts for job losses are around 2,600, with unemployment expected to reach 6.5% with the impact of the pandemic.

Respond, Recover, Reposition (Council report on pandemic recovery) - Torbay: Naturally Inspiring 2020.

Torbay Housing Delivery Test Action Plan - August 2020, Torbay Council.





Theme 3: Social Participation

Ability to participate, build new relationships and create new opportunities to come together

Social participation and social support are strongly connected to good health and wellbeing throughout life. Participating in leisure, social, cultural, creative and spiritual activities in the community, as well as with the family, allows people to continue to remain connected, exercise their competence and maintain or establish supportive and caring relationships.

A lack of social networks can have a detrimental impact in terms of health and wellbeing and can result in social isolation.

Torbay has a rich and diverse cultural and natural landscape - and offers great potential for 'active ageing'. Outdoor activities as well as festivals and events are open and inclusive to all ages. We run an annual Ageing Well festival which grows in attendance every year and each neighbourhood continues developed their own activities and groups supported by Community Builders.

Good Practice Example

Community Building in Neighbourhoods - Torbay Community Development Trust

Asset-based capacity building with a team of community builders in neighbourhoods across Torbay developing community capacity, a large network of connectors, Torbay Together Timebanking website, fostering citizen led actions, Good Neighbourhoods Networks and connected to an extensive social prescribing system. We help people find ways to positively change their neighbourhoods into the places that they would like them to be, so people of all ages can feel included.

'Community Builders are the key – 'I'm involved in other things in Torbay, with older people who can get out and do things – and the key (for people who can't get out) are the Community Builders. They are the ones who have been identifying those that aren't involved in groups and in the most

***need of friendships and getting out. I just hope that when Ageing Well finished that Community Builders somehow continue the way they do. It's clearly made a huge difference to those people who don't get out, who don't use the internet who aren't members of clubs. It's made a huge difference to them. They are the ones through my Community Builder I've met – people who are on their own.'* Frank Wye 2021**

Torbay Assembly

The Assembly Action Group represents older people in the Bay and has members who sit on a range of boards and committees, advising on planning and policy. We also engage with older residents around policy and decisions—as well as providing up-to-date information on activities, groups and events.

Ageing Well Festival - Torbay Community Development Trust and Torbay Assembly

Annual Torbay Festival promoting positive ageing with 2000 visitors in 2019 and a virtual all day festival in 2020 during pandemic restrictions..

Torbay Together - Torbay Community Development Trust. Local website that facilitates timebanking exchange of giving and receiving, social connecting and up-to-date listings of events.

Community Led Actions - Community Builders

Over 350 new groups set up and run by the participants in neighbourhoods across the bay providing activities for people over 50.

Community Internet Café - Ellacombe Community Partnership

Project to provide a new community internet café with opportunities for older people to expand their existing skills set, socialise and feel valued. This café also provides free IT training via volunteers as well as low cost refreshments and promotes healthy eating and ways of growing and preparing food.

New forms of Engagement

Wider and more creative forms of engagement are being run to reach further into the community - Food for Thought consultation events through Ageing Well, snakes and ladders engagement through Local Motion, Torbay on the Move through Active Devon and community conferences through Torbay Council and TCDT.

Consultation

The Voice of Torbay People

The majority of comments from people were that they enjoyed and wanted more opportunities for socialising, particularly a greater variety of activities, clubs and groups.

- They also recognised that there might be available activities they were not aware of due to poor communication or publicity.
- Significant barriers identified were affordability (more than £5 for an activity was felt to be too expensive), limited public transport or parking and also care/toileting issues which all were highlighted as affecting accessibility.
- The other significant barrier to taking part in activities was 'having someone to go with or share the experience with'. A buddy system or each organisation developing a pairing or befriending system was recommended.
- Making more events dementia friendly and accessible to keep people and carers socialising.
- Many comments related to the need to create more opportunities and places to meet in local communities i.e. community cafes. Particularly for the younger people surveyed they wanted local, welcoming spaces, and different to existing luncheon clubs which were felt to be for the older age range.

- People felt it was important to think of activities in terms of stages of life, not ages.
- Participation is important to maintaining the use of brain functions and skills - including early retired people and people who faced early redundancy.
- Further comments indicated the need and enjoyment of exercise, keeping fit and maintaining good health.

"Welcoming Community Centre"

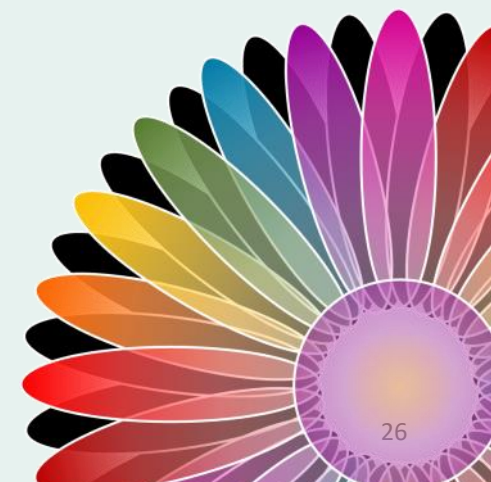
"Keep older people active and interested in local events this would show everyone we have purpose and age is just a number"

"Keeping fit and active in mind and body mixing with all age groups - we can all learn new things"

"Guided tours, mobility help, going in groups."

"Life courses and updates on anything to help with brain function and performance"

"An understanding of what activities are needed in the area via feedback sessions."



Potential Barriers to Age Friendliness

Participation in outdoor events - rainy and cold weather during winter months can deter some older adults from outdoor physical activity.

Transport – it is not always easy for older people to access activities, if they do not have their own transport or have limited access to public transport.

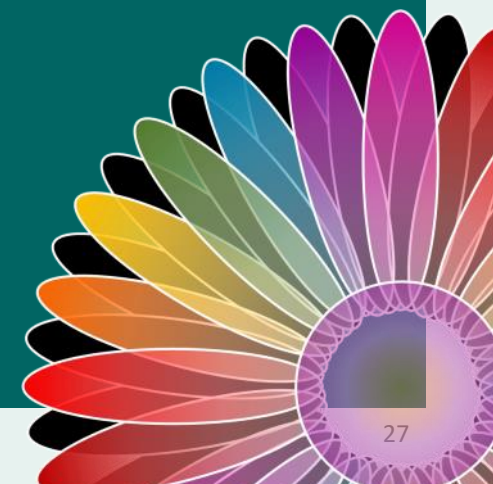
Social isolation – older people are no more alike than any other age group. Some older people are naturally more outgoing and sociable than others, other older people will be harder to engage and so a wide range of activity that recognises people's different needs and requirements is necessary.



The Voice of Torbay People Social Participation

Age Friendly Checklist

- ✓ **Range of events and activities** - a wide variety of activities is available to appeal to a diverse population of older people, and community activities encourage the participation of people of different ages and cultural backgrounds.
- ✓ **Accessibility of events and activities** - the location is convenient to older people in their neighbourhoods, with affordable, flexible transportation, and older people have the option of participating with a friend or caregiver. Times of events are convenient for older people during the day.
- ✓ **Affordability** - events and activities and local attractions are affordable for older participants, with no hidden or additional costs (such as transportation costs).
- ✓ **Awareness of activities** - activities and events are well-communicated to older people, including information about its accessibility and transportation options. Organisations make efforts to engage isolated seniors through, personal visits or telephone calls.
- ✓ **Community integration** - community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups.





Theme 4: Communication and Information

Access to good information, plain language, assistive technology and digital inclusion

Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing.

It is important to have relevant information that is readily accessible to people with varying capacities and resources. This is particularly important in an age when rapidly evolving information and communication technologies are both welcomed as useful tools yet the

people who deliver their services through technologies can be criticized for excluding older people who may not have access or the skills use the internet.

Citizen's Advice Torbay - Information and Advice Service

Citizens Advice Torbay provides a free, impartial and confidential service on issues related to benefits, work, debt and money concerns, consumer, family, housing, legal, immigration and health.

Torbay Assembly

The aim of the forum is that every older person is an equal, valued, participating member of the community who can influence the decisions which affect their lives. Their activities include meetings with expert and peer speakers sharing information and gathering the views of older people, giving consultation responses and proactive comment on local authority, NHS, national policy and engaging older people to comment themselves.

Digital Inclusion Support – Healthwatch,

The programme works to make health services more accessible through informal digital inclusion support and advice making it easier to access health and social care services, appointments, prescriptions.

NetFriends

NetFriends are a social enterprise that work with an individual to provide cost effective and ongoing long term technology support. Delivery is based on a team of local volunteer model linked to technical experts when required.

Media Training Skills in Radio - Riviera FM

The Riviera FM Community Radio Project offered people aged 50+ the chance to develop skills in all aspects of running a community radio station including presenting programmes aimed at bringing the whole community together.

Consultation

The Voice of Torbay People

The majority of people we spoke to wanted more accessible advice and information. Many mentioned a lack of information and advice about entitlements and financial resilience in later life.

- There was recognition that people were not seeking advice because they often did not know where to go, or could not get to advice sessions, or had so little knowledge of welfare benefits and financial issues, they had assumed they would not be entitled.
- There could be more information on buses, GP surgeries, libraries, shops, notice boards.

- The need for better communication and assistance – especially after bereavement or changes in life courses were noted including retirement, redundancy, disability, caring, and ill-health.
- Print is often too small in information – wrong colour or too much jargon. Service providers often use jargon and abbreviations.
- Community information in communities and care homes like the neighbourhood magazines do work.
- How could we get all sources of info onto one online system?
- The other significant barrier identified for communication was the gap between IT understanding and use, and the increasing digitalisation of services – local GP surgeries and access to welfare benefits.
- Also recognised was that those not digitally included often lose out on cheaper deals for household utilities, car and house insurance.
- Additionally help with using and accessing IT was also identified as a way of keeping in greater contact with family and friends

“Help with form filling...why are they so complicated...why are we not informed about what we are entitled to”

“Financial advice ...what are we entitled to”

“Advice on how to grow old i.e. pensions, funerals, social care, transport and legal advice”

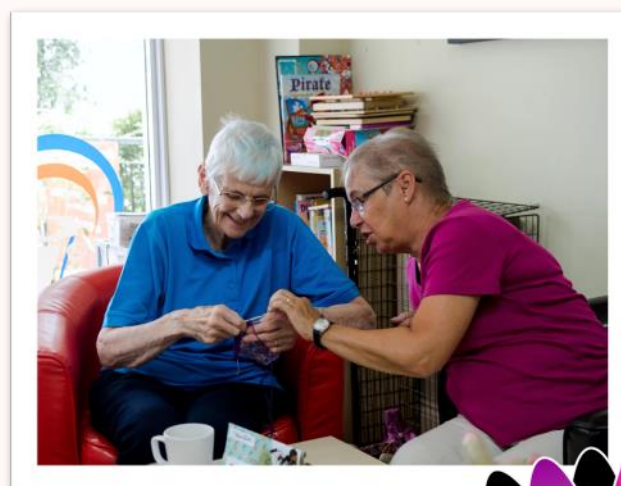
“Central resource or space for all queries e.g. benefits, transport, housing etc. filling in forms, in an accessible location.”

“Specialist claim form writer to assist with disability claims and support forms.”

Potential Barriers to Age Friendliness

Availability of Information - some older people may still feel there is a general lack of access to services and information.

Internet Based Information - while some older people do not have access to the internet at all, others may have access but not feel confident using it and therefore do not actively seek out internet-based information.



The Voice of Torbay People

Communication and Information

Age Friendly Checklist

✓ **Information offer** - a basic, universal communications system of written and broadcast media and telephone reaches every resident, and regular and reliable distribution of information is assured by government or voluntary organisations.

✓ **Information** - dissemination is coordinated in an accessible community service that is well-publicised – a “one-stop” information centre, and information is disseminated to reach older people close to their homes and where they conduct their usual activities of daily life.

✓ **People at risk of social isolation** - get information from trusted individuals with whom they may interact, such as volunteer callers and visitors, home support workers, hairdressers, doormen or caretakers.

✓ **Printed information** – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.

✓ **Print and spoken communication** - use simple, familiar words in short, straightforward sentences.

✓ **Users** - have the choice of speaking to a real person or of leaving a message for someone to call back.

✓ **Electronic equipment** - such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.

✓ **Computers and the Internet** - there is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries, and individual assistance for users are readily available.





Theme 5: Respect and Social Inclusion

Ageism, intergenerational opportunities, economic inclusion

The extent to which older people participate in the social, civic and economic life of our community is closely linked to their experience of inclusion.

While older people are respected in many communities, negative preconceptions of ageing still exist. There is a need to facilitate intergenerational interactions to dispel such notions. Education about ageing should also begin early to raise awareness on ageing and associated issues, so that people learn to appreciate the older people around them. Negative perceptions about ageing which can be internalised by older people can have a detrimental effect on individual wellbeing.

Some people or groups of people are more at risk of social exclusion than others. Older people in Black Minority and Ethnic (BME) communities, for example, can face significant isolation and exclusion.

Age friendly initiatives where older people can share their skills and experiences with others helps to keep them engaged in their community. It is also important to ensure older people are actively involved in any decision making that may affect them. If a negative perception of ageing can have a detrimental effect on an individual's health, then an active and positive image can contribute to enhanced health and wellbeing.

Good Practice Examples

Ageing Well Torbay - addressing loneliness and isolation in people over 50.

Ageing Well Torbay is a National Lottery Community Funded programme, designed to reduce social isolation and loneliness in people over 50 in Torbay. Delivery is through a range of collaborative community partnerships. Our aim is to learn better ways of reaching and overcoming isolation from people's experiences. The programme has four main targets:

1. To reconnect older people with friends, their communities and where they live by creating a sense of neighbourliness.
2. To enable more older people to feel their lives have value and purpose, contributing their time, skills and knowledge to the wider community.

3. To ensure more older people have high personal, learning and service aspirations for later life.
4. To ensure more local residents value older people, and that ageing is celebrated and viewed more positively by all.

A survey of Ageing Well Torbay participants over last five years shows the success of a long-term, structured and innovative 'test and learn' programme:

- People's sense of community increased from 28.7 to 31.1 – up 2.4 points.
- People who meet up with friends and family increased from 63% on entry to 74% on exit – up 11 points.
- The number of family members and friends in people's lives have increased. The number of friends increased from an average of 5.3 friends to an average of 7.9 friends – up 2.6 points.
- There was an increase in the proportion of people who felt they participated in social activities 'more than most' compared to other people of their age, up from 11% to 21% – up 10 points.
- Respondents became less lonely, as recorded through three measures of loneliness. From 3.7 to 3.1 down 0.6 points (De Jong Gierveld scale). From 61% to 47% – down 14 points (UCLA). From 5.3 to 4.0 down 1.3 points (Campaign to End Loneliness scale).

- Mental wellbeing has improved from 21.7 to 24.3 up 2.6 points. Fewer people reported experiencing anxiety and depression.
- Perceptions of Ageing have improved. “As I get older, I expect to be able to do the things I’ve always done” saw the largest increase in levels of agreement increasing from 54% to 61%.
- Influencing decision-making improved. “My local community works together to identify and implement action for the benefit of the community” seeing the biggest increase, from 45% to 57% - up 12% points.
- Openness to volunteering improved. For example - do you intend to volunteer in the future? - increased from 29% to 35% – up 6 points.
- Health improvements. 30% stated that they were not anxious or depressed at entry, increasing to 42% on exit. The survey indicated an improved perceived state of health with an average health score of 57 increasing to 64 – up 7 points.
- Accessing health and care services showed a decrease in the percentage of people who were admitted to hospital in the previous 12 months from 69% to 63% – down 6 points.
- Value and purpose – peoples self-acceptance scores increased from 6.8 to 7.8 – up 1.0 points.

New Policing Schemes - Devon and Cornwall Police

The Citizen’s in Policing Scheme is working to build a more inclusive police force that represents our communities. The force has 320 Specials, 805 Police Support Volunteers (including Community Speedwatch) and 230 Volunteer Police Cadets and aims to maximise opportunities for volunteers to support their local police. Volunteers perform a range of roles and are fully integrated into the police family. Devon and Cornwall also works in partnership with charities and voluntary groups across the two counties, on initiatives that help the police keep communities safe.

Through the Positive Action Scheme we aim to build our workforce to reflect the rich diversity and complexity of our communities by attracting the best talent from the widest pool of people. We use the term "under-represented" to describe where the diversity of the communities we serve is not accurately represented in our workforce and are proud to have a policy where we utilise Positive Action to help us achieve this

Through the Zero Tolerance to Hate Crime and Victim Care Unit we encourage reporting of hate crimes - this can be a person’s race, age, religion/belief, sexual orientation, disability, or because they are transgender. Victims Care Unit works on bespoke referrals, victim’s needs and desired outcomes.

Hear and Now - Sound Communities

The Hear and Now Project brings older and younger people together in local history groups, care homes and communities to record, produce, broadcast and archive local stories and memories across Torbay. Working in partnership with Torbay libraries, Torbay Community Development Trust (Community Builders/Ageing Well), The Tale, Torbay Coast and Countryside Trust (TCCT), and local community centres, the project recruited new members to local history groups and support them to find hidden stories and memories across Torbay.

Consultation

The Voice of Torbay People

Ageing Well Torbay is a partnership of older people and voluntary and public sector agencies. Torbay’s older population is at the heart of the Ageing Well approach and co-production and co-design with older people are our core values.

- Many people we spoke to wanted to ‘have a voice’ and the opportunity to be involved and have real impact on local services. In response a new Assembly representing older people has formed to enable groups and people over 50 to come together, agree priorities and effectively influence the policies and practices that affects them.
- There was substantial recognition that people over 50 are a crucial part of the

solution to ageing positively; able to provide informal befriending and buddying, the most physically able and fit doing neighbourly driving or helping and supporting others with maintenance or gardening to stay in their homes.

- A Hidden Hero's Campaign and a retirement guide designed and written by older people for older people were suggested.

“Being taken seriously and encouraged to fully participate. My knowledge and expertise being valued”

“Challenge Stereo types of older people”

“Keep older people active and interested in local events this would show everyone we have purpose and age is just a number”

“Our right to be consulted and involved”

“Stop thinking of ourselves as old, stop thinking of the youth as a threat – we are all people with talents. Let us share experiences.”

Potential Barriers to Age-friendliness

Respect – a number of good examples of intergenerational activity exist, although more could possibly be done to increase intergenerational activity to help build trust and understanding between different age groups.

Social Inclusion – improvements can be made regarding age-related discrimination/ harassment, and perceptions that people from different backgrounds get on well together.

The Voice of Torbay People Respect and Social Inclusion

Age Friendly Checklist

✓ **Respectful and inclusive services** - older people are consulted by public, voluntary and commercial services on ways to serve them better.

✓ **Public and commercial services** - provide services and products adapted to older people's needs and preferences, and services have helpful and courteous staff trained to respond to older people.

✓ **Public education** - older people are actively and regularly involved in local school activities and are provided with opportunities to share their knowledge, history and expertise with other generations.

✓ **Community inclusion** - older people are included as full partners in community decision-making, and are recognized by the community for their past as well as their present contributions. Community action to strengthen neighbourhood ties and support, include older residents as key informants, advisers, actors and beneficiaries.

✓ **Economic inclusion** - economically disadvantaged older people enjoy access to public, voluntary and private services and events.





Theme 6: Housing

Affordable, appropriate design, maintenance and upgrade, community integration

Good housing is essential to safety and wellbeing and influences the independence and quality of life of people. There is a link between appropriate housing and access to community and social services.

Housing and support to allow older people to age comfortably and safely within the community to which they belong are universally valued. Housing is a basic need and the type, location and condition of housing can have a significant impact on a person's health. Good housing conditions can help older people remain active, independent and socially included.

There are a range of housing options for older people within Torbay. For example, supported

housing provides a home specially designed for older people who value their independence. Such accommodation is easy to manage and emergency support is available 24 hours a day.

Good Practice Examples

Torbay Community Development Trust - Staying Put

Consortium of organisations - Healthwatch, Age UK, Ellacombe Community Partnership, The Advocacy People, YES Brixham and TCDT – helping people over 50 to remain independent in their homes for longer. Staying Put found a new purpose with the pandemic restrictions assisting people to remain shielding in their homes while receiving services.

Housing Support - Wellbeing Coordinators

Working with people with health and wellbeing issues and supporting their housing needs - including referrals to other agencies.

Good Neighbours Network - Ageing Well Torbay

Neighbourhood based groups support each other locally. Currently 66 established and supported by Community Builders.

Consultation

The Voice of Torbay People

The financial and emotional cost of moving was recognised as a huge impact on people's wellbeing and many older people thought there should be more help and support to enable people to stay in their own homes such as adaptations (stair-lifts, shower/wet rooms rather than baths), assistive technology and low-cost, trusted DIY/gardeners/tree cutters/ handymen.

- Others wanted more affordable care providers and care homes – (with fees and costs causing significant worry and concern about the future).
- Feeling secure and safe at home was also mentioned, with ideas about lower cost lifeline pendants, and 'wardens or a designated person they could go to or would check on them.'
- People recognised intergenerational house opportunities – matching younger people needing low cost accommodation with older people with empty bedrooms, benefitting both financially and practically with skill swaps ie DIY and cookery.
- Increasing the amount of dog-friendly housing was frequently mentioned as a desired improvement – many recognising the benefits pets provide, not just company, but dogs especially providing a means of exercise, getting about in the community and facilitating contact with others.

- New housing developments and improving design - ie roads being too narrow for buses to navigate. Sometimes built without the supporting facilities and local amenities which are important to stay connected in your community and retain independence.
- A significant number of residents in blocks of flats, and sheltered housing identified the need for common rooms and more organised activities to increase socialisation and feelings of belonging. Also accessible shared gardens to facilitate coming together.
- Many residents in flats said that despite living close to others they felt isolated by the layout of their buildings.
- There was little knowledge about extra care housing schemes, but there was recognition that the housing chosen or used by people in early later life, often becomes inaccessible or isolating in late, later life.
- A comprehensive property guide to inform people what their options are to plan for the future, also support to downsize and move home when necessary was also mentioned as a concern.
- In Torbay secluded, detached housing off public transport routes, on hills, with stairs can become an issue for older people.

Potential Barriers to Age Friendliness

Affordability – housing in Torbay can be expensive, both to rent and to buy.

The Voice of Torbay People Housing

Age Friendly Checklist

✓ **Affordability** - affordable housing is available for all older people, and essential services are provided that are affordable to all.

✓ **Design** - housing is well-structured and well-made, equipped to meet environmental conditions, and there is sufficient space to enable older people to move around freely. Housing is designed and adapted for older people, with even surfaces, passages, bathrooms, toilets and kitchens wide enough for wheelchairs.

✓ **Modifications** - housing is modified for older people as needed; modifications are affordable and financial assistance is available. There is a good understanding of how housing can be modified to meet the needs of older people.

✓ **Maintenance** - maintenance services are affordable for older people, and there are appropriately qualified and reliable service providers to undertake maintenance work. Public housing, rented accommodation and common areas are well-maintained.

✓ **Ageing in place** - housing is located close to services and facilities, and sufficient and affordable housing dedicated to older people is provided in the local area. Affordable services are provided to enable older people to remain at home, and they are well-informed of the services available to help them age in place.

✓ **Community integration** - housing design facilitates continued integration of older people into the community. There is a range of appropriate, affordable housing options for older people, including frail and disabled, and older people are well-informed of the available housing options.

Supply – there continues to be an undersupply of new housing for both young and old in Torbay, both to buy and to rent.

Proximity to services - some existing housing is situated far from public transport and important services used by older people.

Housing requirements in Torbay

The Council considers that there remains a significant need for housing in Torbay, especially the provision of affordable housing. Local plans estimate future housing needs at 586/year. This is based on a predicted baseline of 469 dwellings per year multiplied by an Adjustment factor based on the gap between earnings and house prices. The latest published (2019) median affordability ratio for Torbay is 7.99 (that is median house prices were 7.99 times median work-based earnings).

- Concerns have been expressed about the robustness of the standard methodology. The Torbay House Price to earnings ratio is around the national rate, principally because of low earnings. As well as building more homes, boosting the local economy is likely to be essential to improving housing affordability and boosting effective demand for housing.
- Between 2012-19 house prices rose in Torbay rose by 23.3% compared to a 34.9% increase nationally. Whilst both represent a real terms increase in house prices, the differential between English and Torbay

house prices increased. This trend, due to the low wage income, is not reflected obviously within the affordability aspect of the standard methodology for housing supply.

- The number of empty properties in Torbay has reasonably led some to question the need for new housing. Torbay appears to have the highest number of long term empty homes in Devon, with 1241 long term (6 month+) empty homes equal to just under 2% of the housing stock.

Affordable Housing Need

- The housing market in Torbay is less buoyant than the national or regional average and there is a shortage of affordable housing that accounts for just under 10% of the housing in Torbay compared to just under 20% in England.
- The housing market in Torbay has performed roughly half as well as the national average, at a time when both the Local Plan and the Government's standard methodology seek to boost housing numbers in Torbay to well above the long term average rate of growth.
- The economic development of Torbay is linked to housing with the tourism and hospitality industries in recovery from pandemic restrictions and longer term effects of major deindustrialisation locally in the early 2000s have left significant long term implications, increased reliance on the

service sector, and been accompanied by deepening deprivation.

- The Council estimated a need for 404 social rented dwellings and 96 intermediate affordable homes in Torbay per year in 2011 (Strategic Housing Market Assessment ORS 2011) and maintain this figure continues to be an accurate reflect of need amongst forming households - given the gap between house process/rents and earnings.

Torbay Housing Delivery Test Action Plan August 2020





Theme 7: Outdoor Spaces and Buildings

Quality of life, access,
safety, clean, green,
somewhere to rest,
pavements, buildings,
toilets

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to 'age in place'.

The World Health Organisation have noted that recurring themes in communities around the world include quality of life, access and safety.

The availability of outdoor spaces for leisure and recreation is important for the physical

and mental wellbeing of all people and research has shown that taking up physical activity in older age has clear health benefits in respect to reducing the risk of dementia and increasing life expectancy.

Walking helps maintain cognitive functioning in those with dementia and the practicalities of getting 'out and about' in neighbourhoods, such as navigating through local environments, can play a pivotal role in maintaining a person with dementia's sense of self and wellbeing.

The 'walkability' of neighbourhoods has an important bearing on promoting the level of physical activity required to maintain fitness and prevent obesity and chronic disease.

Leisure activities and the informal use of the local public realm encourages social contacts, which in turn help to prevent isolation.

The ability to contribute to your local environment and have easy access to natural and wild spaces including clean, pollution free areas enhances confidence, activity, community cohesion and local pride.

Evidence suggests that age-friendly outdoor environments have:

- Barrier-free public space and buildings that are accessible and useable for people with impairments
- Places to be and stay outdoors
- Urban environments that support community interaction and personal independence.

Good Practice Examples

Garden and Orchard Projects

Ourspace at the Acorn Centre is a community garden area supported by the local community builders. Lupton House runs an intergenerational Orchard project with younger people learning from older people.

Neighbourhood based Community Asset Mapping

Asset-based mapping in each neighbourhood identifies the local resources and assets of a community - and encourages sharing and the creation of new groups and activities.

Consultation

The Voice of Torbay People

People recognised that access to the natural environment particularly open public spaces such coastal paths, woods, the sea front and public parks, were beneficial to their physical and mental wellbeing, however they felt that these spaces were not always maintained as well as they could be, or accessible and better signage was needed.

- Car park charges or lack of parking places were also listed as a barrier.
- Some mentioned uneven or poorly maintained paths, the lack of public toilets and litter bins, or reduced planting in public parks.

- Improved access to public buildings and facilities was also called for.
- However, many participants also offered their time and skills to help keep public places maintained, especially gardens weeded, planted and litter picked up. Walk audits assessing local physical environments in neighbourhoods were also suggested.

“Rebuilding Civic Pride”

“The council shouldn’t be able to take our pieces of land given to the people”

“A reduced “local” fee for our many attractions, organised trips”

“Why close public toilets? Older people need to use them more frequently and it makes going out for longer times harder”

“Car parking is very expensive and often the car parks are full”

“Cycle paths for mobility scooters”

“Could businesses such as pubs and cafes allow us to take a seat and use the toilet facilities without being charged”

Potential Barriers to Age-Friendliness

Natural Features – Torbay is not flat and hills in certain parts of the city can deter some older people from walking to local shops and facilities. Access to some parks, green spaces and blue spaces (such as the harbourside) may be limited due to distance and/or transportation issues.

Pedestrian Infrastructure - there is limited funding for development and maintenance of pedestrian infrastructure (e.g., pavements, benches, public toilets) and not all areas of the city have sufficient pedestrian amenities.

Buildings and Urban Design – some existing buildings and facilities lack accessible features for older adults and those with disabilities (eg ramps, accessible bathrooms) with limited funding for improvement.

Outdoor spaces – there is scope for a continued focus on making open spaces to be safe and feel safe for older and vulnerable people, including after dark.

Place and Environment

- Torbay covers an area over 24 square miles and includes the three towns of Torquay, Paignton and Brixham. It is a premier resort with over 20 beaches along its 22 miles of coastline. It has also been a designated UNESCO Global Geopark since 2007, recognizing its rich geological, historical and cultural heritage.
- Torbay is about 52% urban. Much of the countryside is subject to national or international constraints. Berry Head has international designation as a Special Area of Conservation (SAC). Part of Brixham is also designated as an Area of Outstanding Natural Beauty (AONB). There are also twelve Sites of Special Scientific Interest (SSSI) in Torbay.

Climate Change and Energy - Torbay Council Strategy

The aims for Torbay are:

- work with the community, businesses and partners to reduce energy consumption and aim to reduce carbon emissions in line with national targets
- support the development of a thriving low carbon business sector as part of delivering our Economic Strategy
- seek to improve the energy security of the Bay, exploring suitable opportunities for local energy generation and conservation of resources
- promote householder and community action, deliver programmes and seek funding to improve home energy efficiency and reduce fuel poverty in the Bay
- ensure local planning and transport policies contribute to tackling the causes and effects of climate change
- aim to reduce energy consumption and carbon emissions in line with national targets whilst delivering council services and efficiently managing its assets and estate

*Energy and Climate Change Strategy 2014-2019
Torbay Council*

The Voice of Torbay People

Outdoor Spaces and Buildings

Age Friendly checklist

- ✓ **Environment** - the community/city is clean, with enforced regulations limiting noise levels and unpleasant or harmful odours in public places.
- ✓ **Green spaces and walkways** - there are well-maintained and safe green spaces, with adequate shelter, toilet facilities and seating that can be easily accessed. Pedestrian-friendly walkways are free from obstructions, have a smooth surface, and outdoor seating is available, particularly in parks, transport stops and public spaces, and spaced at regular intervals.
- ✓ **Pavements** - are well-maintained, smooth, level, non-slip and wide enough to accommodate wheelchairs with low curbs that taper off to the road. Pavements are clear of any obstructions and pedestrians have priority of use.
- ✓ **Roads** - have adequate non-slip, regularly spaced pedestrian crossings, traffic islands, overpasses or underpasses, to assist pedestrians to cross busy roads. Pedestrian crossing lights allow sufficient time for older people to cross the road and have visual and audio signals.
- ✓ **Safety** - public safety in all open spaces and buildings is a priority with measures such as good street lighting, police patrols, enforcement of by-laws, and support for community and personal safety initiatives.
- ✓ **Services** - services are located in close proximity to where older people live and can be easily accessed (e.g. are located on the ground floor of buildings). Buildings are accessible and have elevators, ramps, adequate signage, railings on stairs, non-slip flooring, rest areas with comfortable chairs and sufficient numbers of toilets.
- ✓ **Public toilets** - public toilets are clean, well-maintained, and easily accessible for people with varying abilities, well-signed and placed in convenient locations.





Theme 8: Transport

Availability, affordability, reliability, access, safety, healthy, comfort, community transport, taxis, parking

Integrating good transport with 'Liveable Communities' is important for improving access, connections, social participation and health.

Transport, including accessible and affordable public transport, is a key factor influencing active ageing. Being able to move easily about our community determines social and civic participation and access to community and health services.

The environmental impact of transport can have negative consequences. Heavy motor traffic can impact on the air quality of neighbourhoods and limit social interaction. Activities that lend themselves to social interaction - such as gardening and sitting

outside - are especially vulnerable to traffic-related environmental impacts, such as noise and air pollution. As motor traffic, volume and speed increases, so does the barrier effect between opposite sides of the street. The threat of being hit, injured or killed by a car not only discourages people from spending time in the street but also means they are less inclined to stop and talk. More 'liveable' communities provide a variety of travel options and streets are well used by the whole community.

The aim of an age-friendly transport system is to provide accessible, appropriate and reliable transport services which encourage people to maintain their mobility, independence and connections as they grow older. Key features include:

- Infrastructure for active mobility and walkability
- Accessible and reliable public transport
- On-demand services and other support to improve mobility

Good Practice Examples

OurBus - Torbay Community Development Trust

Pilot community transport subscription scheme run by volunteer drivers covering areas where services have been withdrawn. This reduces the barriers for older people to participating in activities.

Consultation

The Voice of Torbay People

Transport came up both as a facilitator and inhibitor of ageing well, with people commenting on the importance of affordable and reliable public transport in enabling them to stay independent and socially connected. A lack of information came up as a key issue including planning journeys and problems regarding multiple bus connections where timetables don't match up.

- People recognised that some minor routes mainly used by older people with bus passes might not be financially viable, and suggested that they would be willing to pay nominal fares to keep services going rather than losing them.
- For some on the small, local bus routes, buses were not just transport but a community hub, providing scarce but valuable opportunity to meet and socialise with neighbours.
- People commented on the need for more accessible or adapted transport, particularly for wheelchair users, but also for greater understanding that people may need more time to get on the bus and sit safely, or to get up and leave the bus at their stop.
- People commented on the trains systems highlighting high gaps between train and platform, difficulties with luggage, the increasing cost of rail fare, assisted travel

being inconsistent in the area, toilets being on one side of the station and no lifts at Torquay to access them. It seemed many older people consulted do not use trains locally to travel.

- Blue badges should be accepted in all Torbay car parks. Some car park spaces should be wider and allocated for older people to get in and out the car (ie similar to parent and child spaces). The cost of parking and the idea to make it cheaper for residents such as a local council car park pass.
- Minibuses were frequently mentioned as solutions to needs for low cost, localised transport, including patient transport for health related appointments and there were significant requests for more affordable volunteer driver schemes across the bay.

Potential Barriers to Age Friendliness

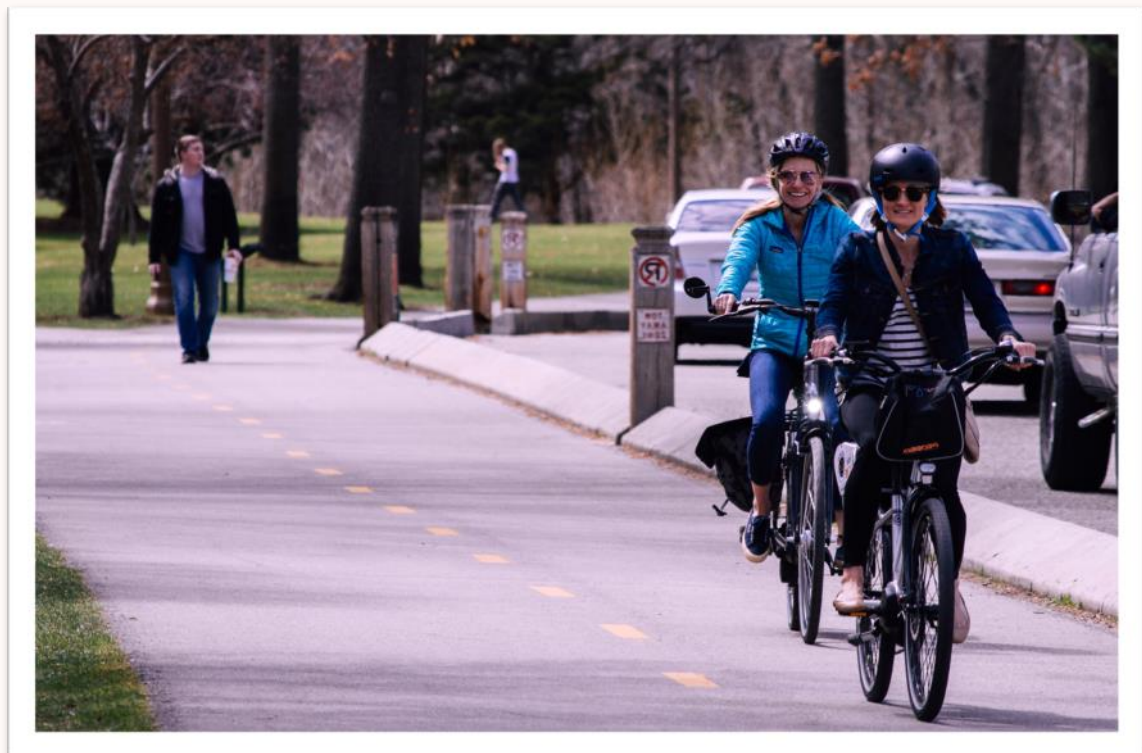
Walkable neighbourhoods –the presence of hills, narrow roads and footpaths, and lack of integrated planning between housing and transport schemes in many parts of Torbay restrict good community walking networks.

Private Transport - heavy motor traffic is a barrier, as are a lack of parking, insufficient and inadequate signage and the difficulty of maintaining driving skills as one ages.

Community Transport – is limited with insufficient routes and vulnerable to budget reductions.

Public Transport - some older people may experience discomfort on public transportation due to other passengers who are disrespectful or who do not yield seats designated as priority seats for older people and those with disabilities, range and frequency of services can be a barrier and crime and/or fear of crime may deter older adults from using public transport in the evenings.

Cycling - Cyclists and E-scooters can be a concern for some older pedestrians and older drivers (i.e. cycling on pavements and between traffic).



The Voice of Torbay People

Transport

Age Friendly Checklist

- ✓ **Affordability** - public transportation is affordable to all older people.
- ✓ **Reliability and frequency** - public transport is reliable and frequent (including services at night and at weekends).
- ✓ **Travel destinations** - public transport is available for older people to reach key destinations such as hospitals, health centres, public parks, shopping centres, banks and seniors' centres. All areas are well-serviced with adequate, well-connected transport routes between the various transport options.
- ✓ **Age-friendly vehicles** - vehicles are accessible, with floors that lower, low steps, and wide and high seats and sufficient specialised transport services are available for people with disabilities.

✓ **Transport stops and stations** - designated transport stops are located in close proximity to where older people live, are provided with seating and with shelter from the weather, are clean and safe, and are adequately lit. Stations are accessible, with ramps, escalators, elevators, appropriate platforms, public toilets, and legible and well-placed signage.

✓ **Community transport** - community transport services, including volunteer drivers and shuttle services, are available to take older people to specific events and places, and taxis are affordable, with discounts or subsidized taxi fares provided for older people with low incomes.

✓ **Driving competence** - refresher driving courses are provided and promoted.

✓ **Roads** - roads are well-maintained, wide and well-lit, have appropriately designed and placed traffic calming devices, have traffic signals and lights at intersections, have intersections that are clearly marked, have covered drains, and have consistent, clearly visible and well-placed signage.

✓ **Parking** - affordable parking is available, and priority parking bays are provided for older people close to buildings and transport stops. Priority parking bays for disabled people are provided close to buildings and transport stops, the use of which are monitored.

✓ **Transport drivers** - drivers are courteous, obey traffic rules, stop at designated transport stops, wait for passengers to be seated before driving off, and park alongside the curb so that it is easier for older people to step off the vehicle.

Transport Planning in Torbay

A vision for a transport Infrastructure for everyone:

"By 2026 Torbay will have excellent connections to Devon and the rest of the UK. Residents and visitors will find it easy to move around, explore and experience Torbay's beautiful urban and marine environment. People will enjoy better health and quality of life using improved cycling, walking and public transport links for work, leisure and education. A low-carbon, sustainable transport system will contribute towards the public realm, distinct character and function of the three towns of Torquay, Brixham and Paignton."

Creating good access through mobility routes

There are areas of the network across Torbay where it is not fully accessible to all. This typically includes a lack of dropped kerbs, pavement space, or crossing facilities. We need to ensure that plans for active travel don't exclude those needing to use wheelchairs, mobility scooters, trikes or cycles with trailers. New routes need to be designed to be accessible for all with the creation of mobility routes.

Local Transport Action Plan 2021-2026

In 2021 there is a new consultation on transport in Torbay.

Some of the key objectives:

- Deliver and support new development and economic growth - such as improvements to support modal shift and reduce congestion and localised minor congestion relief proposals.
- Strengthen and improve the public transport network and protect the existing transport asset by prioritising maintenance.
- Work with communities to provide safe, sustainable and low carbon transport choices.
- Make Devon the 'Place to be naturally active' - such as cycling and walking improvements, road safety measures and targeted transport action zones.
- Enhancing Torbay's Built and Natural Environment -such as provision of electric charging points, 20mph areas and addressing the air quality management areas.
- Improving Access to Education, Employment and Services - such as bus priority, improvements to the quality of public transport and improved infrastructure for the disabled.

- Moving towards net-zero as long-term target

- Making Big Connections - such as improving comfort, cost and reliability of journeys by rail and works to improve the A380 Kingskerswell corridor.

Creating the infrastructure for active travel

Active travel, critically, addresses the high physical inactivity amongst our community and connects them to the natural assets. This public health benefit is significant and the annual public health report recommended a continuation of the increase in "levels of physical activity in our Torbay residents (including children and young people) over the next five years as well as using sport and physical activity to help address health inequalities, contribute positively to the economy and raise the profile of the area."

- Public Transport (including Edginswell Station)
- Road Safety, 20mph areas and Minor Works
- Electric Vehicle Charging
- Signal Replacements
- Meeting the targets to double cycling and increase walking would lead to savings of £567m annually from air quality alone and prevent 8,300 premature deaths each year and provide opportunities to improve green

spaces and biodiversity.

- Completing Major Schemes
- Other Key Investment Areas
- Mode shift to active transport is one of the most costs-effective ways of reducing transport emissions

There are well documented benefits of active travel and alterations to the transport network that enhance the place for the people. Gear Change highlights some of these which provide a useful overview:

Physical inactivity costs the NHS up to £1bn per annum, with further indirect costs calculated at £8.2bn

20 minutes of exercise per day cuts risk of developing depression by 31% and increase productivity of workers

Up to 40% increase in shopping footfall by well-planned improvements in the walking environment .

The vision, that England will be a great walking and cycling nation, set out that “Places will be truly walkable. A travel revolution in our streets, towns and communities will have made cycling a mass form of transit. Cycling and walking will be the natural first choice for many journeys with half of all journeys in towns and cities being cycled or walked by 2030.” It specially aims to contribute to:

- Healthier, happier and greener communities

- Safer streets
- Convenient and accessible travel
- Being at the heart of transport decision-making

Supporting the Town Deal, Regeneration and Future High Street proposals

Liveable Neighbourhoods

Alongside 20mph and road safety schemes, the authority will consider opportunities for Liveable Neighbourhoods. These are principally targeted at reducing through traffic from residential areas, making the option to walk or cycle more attractive.

Public Transport

Buses play a vital role in our transport system. Responsible for around 7.5 million journeys a year in Torbay, buses transport more people than any other form of public transport - getting people to work, to education and to see friends and family, the everyday journeys that make up our lives.

Government have recognised the need to enhance bus networks in a series of commitments set out in the ‘Better Deal for Bus Users’.

Buses have huge potential as part of a smart, affordable, sustainable public transport system. Fill a double decker with motorists and it’s possible to remove 75 cars from the road.

They can help ease congestion, improve air quality and support better connected communities.

Also, with over 1.3m users of our train stations last year, rail is a significant contributor to economic benefits in Torbay. It is important to ensure our stations serve the needs of the residents and visitors that rely on them. In recent years local services have been significantly enhanced up to two trains per hour between Paignton, Newton Abbot and Exeter, alongside additional long distance services. In December 2020 the rolling stock was also upgraded on the local services, bringing further benefits to passengers. There is still more that can be done though to improve existing station facilities, alongside delivery of a new station at Edginswell to serve the Torquay Gateway Growth Area and Torbay Hospital.

Edginswell Station

It was announced as part of the National Infrastructure Strategy in November 2020 that the scheme had been successful in achieving funding through the New Stations Fund. When submitting the bid, it was agreed that an allocation of £1.5m from the Integrated Transport Block would be secured.

The station has been a long standing strategic ambition of the Council and forms part of wider Devon Metro rail proposals that not only deliver new stations on the Devon network but

also set out improvements to local services.

The station will support the planned sustainable redevelopment of Torbay Hospital, as well as the new employment and residential developments in the Torquay Gateway. Critically, it also supports the existing communities of Shiphay and the Willows with sustainable links to Newton Abbot and stations to Exeter, as well as those beyond (both North and South) through connections at Newton Abbot or Exeter.

Other Rail Projects

It is proposed to continue working with the rail industry, both Network Rail and the Train Operating Company, to improve the quality and provision of facilities at existing stations. This will include access for all, with a project progressing at Torquay and initial discussions having taken place about Torre. 17

The Council also works regionally with the Peninsula Rail Task Force, focussed on wider investments, connectivity and improvements to services and infrastructure. This does not require capital funding from the Integrated Transport Block.

Buses

Buses are an affordable, accessible transport choice, with the ability to reduce congestion and improve air quality, and bring economic benefits to the places they serve.

Government plans to implement a National Bus Strategy for England. The strategy will “focus on the needs of passengers so that more people want to use the bus, and set out how national and local government and the private sector will come together to meet the needs of local communities.

Our long-term vision for buses will be accompanied by a long-term funding commitment.”

The Council needs to be in a position to respond to this. A funding support package will be critical but also its own strategy, akin to the Local Cycling and Walking Infrastructure Plan, will be needed and is expected to be produced in 2021 after Government publish the national strategy.

This will include enhancements at stops, whether through new or upgraded shelters (introducing green ‘living’ roofed shelters where possible), or through better markings or accessibility. We will also explore with bus operators opportunities to improve the fleet and provide additional service information on digital platforms, along with next stop information on high profile routes.

Safe System

Safe System requires a proactive approach placing road safety in the mainstream of road traffic system planning, design and operation and use. Safe System interventions address common human errors (including seat belt

use, alcohol and drug abuse) and human tolerance to injury thresholds and in so doing aims to address the road safety needs of non-motorised as well as motorised road users, younger and older users, male and female users.

Local Transport Action Plan 2021-2026: Moving towards net-zero





Pandemic Recovery

Shielding and isolating people staying safe and healthy - and reconnecting to supportive communities

The pandemic restrictions are impacting everyone's lives and how we recovery as a whole community will influence us all for the coming years.

Older people have been disproportionately affected by the Covid -19 pandemic and the Assembly and Age Friendly have a role in supporting people who have been isolating to return to feeling a part of a more connected and safe community. We have witnessed a freeing up of some procedures to act quickly to keep people safe and also people from all walks of life stepping up to assist people in their community through shopping,

befriending, volunteering on the helpline, joining Good Neighbourhood Networks, immunisation etc. Some of the steps to recovery will be gradually especially for those shielding for health reasons and the long term impacts of unemployment, loss of family and mental illness will require a compassionate and caring community to come together to overcome.

Good Practice Examples

Torbay Community Helpline - Torbay Health and Wellbeing Sector Network and Partners

The Helpline was established as a response to the pandemic and is being developed as the first line of approach for people seeking assistance and also offering of help. People's needs are matched with volunteers with more specialist or complex needs being triaged and referred to collaborative partnerships that work within a range of disciplines including: Health

and Wellbeing, Adult Social Care, Mental Health, Hospital Discharge, Financial Support, Advice and Information, Housing Support, Torbay Food Alliance, Children, Young Adults and Families, Domestic Abuse, Handyman Service, Digital Support and Bereavement Support. Over 75% of the people accessing the Helpline are over 50 years.

Torbay COVID-19 Data

75 cases per 100,000 people in the latest week 11 Feb-17 Feb. The average area in England had 112*.

102 cases in the latest week 11 Feb-17 Feb - 42 compared with the previous week 3,956 total cases to 21 Feb

141 coronavirus-related deaths registered to 5 Feb



Diagram showing the voluntary sector who work through the Helpline and the number of partners.

TORBAY COMMUNITY HELPLINE

Voluntary Sector Led

**Callers
5,428**
people that have
used the Helpline

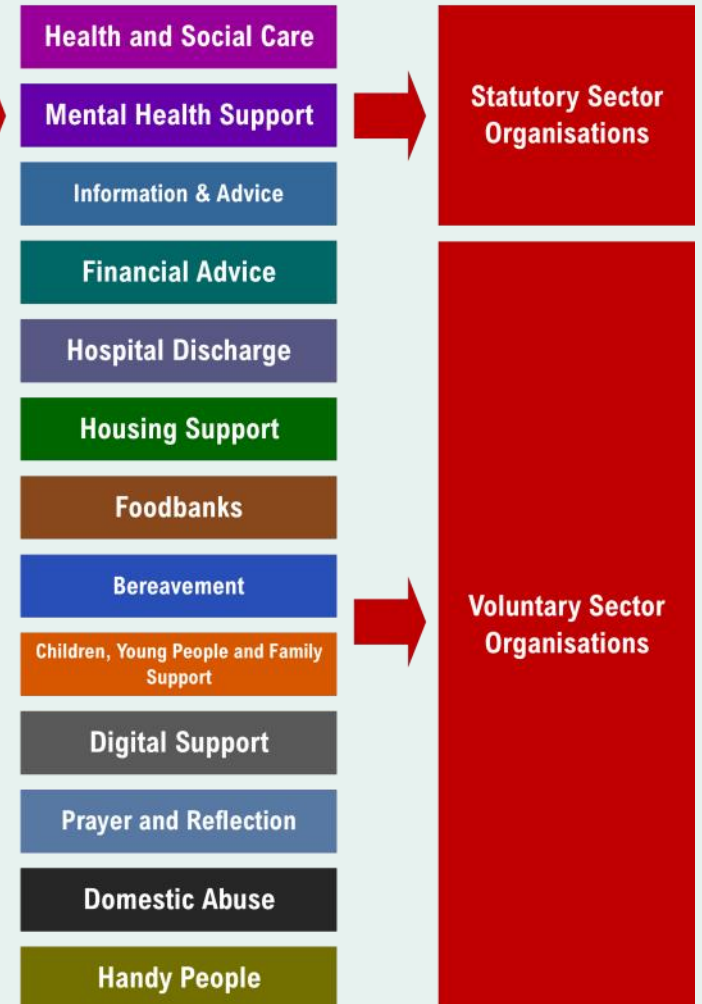
1,023
volunteers registered
and reference checked

→ **01803 446 022**
17,468
calls to the Helpline
4.25 minutes average
call length 1,246
hours spent on all calls

- Rapid Response
- Foodbank Referrals
- Matching with a local volunteer
in their neighbourhood
- Telephone befriending
- Transport
- Hospital Discharge
under development

→ **Volunteer
call
handlers**
3,544
people helped

↓
**Community led
Practical Support**



*Helpline data to March 2020 to
January 2021 showing system of
matching, triage and referrals.*

Appendix 1: Demographics

Population Overview

Torbay is home to
135,780
people



The average age of
a Torbay resident
is
48 years

Torbay's population is
projected to increase to
149,500 by 2040

There were **1,220**
births during 2018



The average life
expectancy for
females is **83**
years, for males it
is **79** years



Healthy life
expectancy for
females and males
is
62 years



Currently **26 out of 100**
Torbay residents are aged 65 and
over. By 2040 this is projected to rise
to **34 out of 100**



13 out of 100
Torbay households
are experiencing
fuel poverty

The proportion of people
who live in an area
classified as amongst the
20% most deprived areas
of England is
27 out of 100



30 out of 100
children live in the 20%
most deprived areas of
England



The highest rates of pre-
paid electricity meters
are concentrated in
central Torquay and
Paignton

There were **12,241**
recorded crimes within
Torbay during 2018/19



There were **3,712**
recorded occurrences of
domestic abuse within
Torbay during 2018/19

The average price of a house in
Torbay is **8** times average full-
time earnings



Torbay has significantly lower
levels of air pollution than the
England average.



Indicator	Measure	Torbay	CIPFA comparator group	South West	England	RAG Rating compared to England
DEMOGRAPHY						
Average Age (2018)	Years	48	44	43	39	↔
Dependency Ratio (2018)	Ratio	73.1	64.0	62.7	57.0	↑
Life expectancy at birth - Female (2015 - 17)	Years	82.8	82.5	83.7	83.1	↑
Life expectancy at birth - Male (2015 - 17)	Years	78.7	78.8	80.2	79.6	↓
Healthy life expectancy - Female (2015 - 17)	Years	62.4	62.4	65.1	63.8	↑
Healthy life expectancy - Male (2015 - 17)	Years	62.0	61.4	64.7	63.4	↓
Birth rate (2018)	Rate per 1,000	60.9	59.2	56.3	59.2	↓
Mortality rate (All ages) (2016 - 18)	DSR per 100,000	1,012	1,008	916	959	↓
Premature mortality (Under 75s) (2016 - 18)	DSR per 100,000	372	359	302	331	↑
Population living in most deprived areas (2019)	%	27.5%	25.0%	10.4%	20.0%	↓
BAME population (2011)	%	2.5%	4.2%	4.6%	14.6%	↑
WIDER DETERMINANTS						

WIDER DETERMINANTS						
Crime rates (2018/19)	Rate per 1,000	90.6	89.3	67.3	88.1	↑
ASB rates (2018/19)	Rate per 1,000	31.0	25.4	24.1	24.2	↓
Domestic abuse rates (2017/18)	Rate per 1,000	31.6	Unavailable	19.9	25.1	↑
Fuel Poverty (2017)	%	12.6%	11.6%	10.8%	10.9%	↑
Adult carers who have as much social contact as they would like (2016/17)	%	34.4%	37.0%	32.3%	35.5%	↓
Adult social care users who have as much social contact as they would like (2017/18)	%	43.1%	47.1%	46.0%	46.0%	↓
Smoking Prevalence (2018)	%	16.0%	14.1%	13.9%	14.4%	↑
Children in low income families (2016)	%	21.2%	18.7%	14.0%	17.0%	↑
Percentage of population living in most indoor deprived areas (2019)	%	32.9%	24.0%	30.8%	20.6%	↓
Housing Affordability (2018)	Ratio	8.0	6.5	8.9	7.3	↑
NHS						
Alcohol Admissions (2018/19)	DSR per 100,000	812	801	688	665	↑
Planned admission rate (16/17 - 18/19)	DSR per 100,000	16,514	17,632	15,426	16,109	↓
Unplanned admission rate (16/17 - 18/19)	DSR per 100,000	13,709	12,401	10,392	11,049	↑
A&E attendances rate (16/17 - 18/19)	DSR per 100,000	38,571	40,925	33,186	37,590	↑

Direction of arrow relates to direction of travel since the previous period

Colour of arrow relates to RAG rating relative to England (**Red** – Significantly worse, **Amber** – Not significantly different, **Green** – Significantly better than England, **Black** – Not compared to England)

Appendix

References for the data

- Torbay population: ONS Mid-year population estimates (2018).
- Average Age: ONS Mid-year population estimates (2018).
- Residents 65 and over: ONS Mid-year population estimates (2018).
- Residents who are children: ONS Mid-year population estimates (2018).
- Residential and Care Homes: Torbay Adult Social Care (2020).
- Average House Price: Median House Price by local authority, Year ended September 2018.
- Average Full-time Salary: Median Full-time salary, Annual Survey of hours and earnings – residents (2019).
- No of visitors: Torbay Council Destination Management Plan 2017-2021.
- No of parks: www.enjoytorbay.co.uk/parks
- No of beaches: www.enjoytorbay.co.uk/beaches
- Walks: <https://www.torbay.gov.uk/leisure-sports-and-community/parks/walks/>
- Births: Live Births, NOMIS (2018).
- Deprivation: Index of Multiple Deprivation (2019).
- No of GPs: Healthwatch Torbay (2020).
- No of Pharmacies: PHE Shape Tool (2020).
- A&E Attendances: Hospital Episode Statistics (Provisional) (2019/20).
- Emergency admissions: Hospital Episode Statistics (Provisional) (2019/20).
- Protected Characteristics (Page 12)
- Age: ONS Mid-year population estimates (2018).
- Sex: ONS Mid-year population estimates (2018).
- Disability: Census (2011).
- Gender Reassignment: Gender Identity Research and Education Society (2011).
- Marriage and Civil Partnership: Census (2011).
- Pregnancy and Maternity: Live Births, NOMIS (2018).
- Race: Census (2011).
- Religion or Belief: Census (2011).
- Sexual Orientation: ONS (2017).
- Torbay population: ONS Mid-year population estimates (2018).
- Average Age: ONS Mid-year population estimates (2018).
- Average Life expectancy: Public Health Outcomes Framework (PHOF) Indicator – Life expectancy at birth (2015-17).
- Healthy Life expectancy: PHOF Indicator – Healthy life expectancy at birth (2015-17).
- 2040 population: ONS population projections (2016).
- Births: Live Births, NOMIS (2018).
- 65 and over resident population: ONS Mid-year population estimates (2018), ONS population projections (2016).
- Fuel Poverty: % of households that experience fuel poverty. PHOF Indicator – Fuel Poverty (2017).
- Electricity Meter concentration: Department for Business, Energy & Industrial Strategy – LSOA prepayment electricity meter consumption (2017)



