

CPA – LGA Call for evidence on what local authorities are, and should be, doing for their older populations, now, and in the future

Local Government Association
Task and Finish Group

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Centre for Policy on Ageing
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The call for evidence

- Between 21st October and 12th December 2014 CPA sent out over 800 calls for evidence to local authorities, individuals and third sector organisations in England and Wales.
- In response, evidence has been received from over 70 organisations and individuals who, between them, have submitted over 150 pieces of documentary evidence.

The respondents were from all types of local authority and third sector organisations from all parts of England and Wales...

| | Local Authority | Third Sector* | Individuals | Total |
|-----------------------|-----------------|---------------|-------------|-----------|
| International | | 2 | | 2 |
| National | | 28 | 1 | 29 |
| England - North East | 6 | 2 | | 8 |
| England - North West | 2 | 1 | | 3 |
| England - Midlands | 5 | 3 | | 8 |
| England - East Anglia | 2 | 2 | | 4 |
| England - London | 7 | 1 | | 8 |
| England - South East | 4 | | | 4 |
| England - South | 2 | 1 | | 3 |
| England - South West | 1 | 3 | | 4 |
| Wales | 1 | | | 1 |
| Total | 30 | 43 | 1 | 74 |

*Third Sector, Academic or NHS

All evidence submitted is available to read at <http://www.cpa.org.uk/cpa-lga-evidence>

The screenshot shows the CPA website's 'Responses to the CPA-LGA Call for Evidence' page. The page features a blue header with the title and a brief introduction. Below the introduction, there is a list of organizations that have responded, organized in two columns. The list includes various local authorities and third-sector organizations across different regions of England and Wales.

Responses to the CPA-LGA Call for Evidence

Between October and December 2014, the Centre for Policy on Ageing (CPA), acting on behalf of the Local Government Association (LGA), issued a call for evidence on strategic approaches that could be adopted by local authorities and their partners, to address both the immediate and longer-term challenges towards an ageing population and society. The evidence sought describes and assesses what local authorities are, and should be, doing to address the future needs and aspirations of older people. The results of this call for evidence will feed into the work of a Local Government Association Task and Finish Group on local government's response to an ageing society.

Responses to the Call for Evidence

- Age UK
- Age UK Birmingham
- Age UK London
- Age UK Northamptonshire
- Age UK Southford
- Alzheimer's Society
- Autistic Research UK
- Aurham Borough Council
- Baldwin Agency (Hull)
- Bath Inclusion Foundation
- Brafford MDC
- Brighton & Hove Deafnet
- British Ageing Better initiatives
- British Older People's Forum
- Calderdale Council
- Campaigns and Londoners
- Care and Paper England
- Chartered Society of Physiotherapy
- Chief Fire Officers Association
- College of Social Work
- Derby City Council
- Driffield MBC
- Evesham - Community Visitors
- Evesham County Council
- Entrance Charitable Trust
- Hatfield Council
- Heaven of Little Harbledare
- Herefordshire Rural Community Council
- Horsham Development Trust
- Greater London Authority
- Housing LHM
- ISC UK
- Institute of Education
- Jewish Refugee Foundation
- Learning for the Fourth Age
- Leonard Cheshire Disability and Papworth Trust
- Lincolnshire County Council
- London Borough of Barnet
- London Borough of Camden
- London Borough of Croydon
- London Borough of Hackney
- London Borough of Lambeth
- London Borough of Sutton
- London Borough of Waltham Forest
- Manchester - Age Friendly Neighbourhoods
- MCC Leam & Stone
- Manchester Tameside County Borough Council
- National Autistic Society
- National Development Team for inclusion (NDTI)
- Newcastle City Council
- North Humber District Council
- North Yorkshire County Council
- Northumbria Healthcare NHS Foundation Trust
- Nottingham City Council
- Peak Equality Foundation
- RNIB
- Scope
- Suffolk MBC
- Surrey
- Surrey Leisure
- Sheffield City
- Skipton MBC
- South East Strategic Leaders
- Spire Investments
- Stafford County Council
- Tameside for an Ageing Society (TASAS)
- Thames Valley University
- Thames Valley Trust
- Thames Valley Council
- University of the West of England
- West London Fire Support
- West Sussex County Council
- Wiltshire Council

Questions for guidance....

Centre for Policy on Ageing **CPA**

Please email your response to evidence@cpa.org.uk by 12th December 2019. (optional header)

I. This is not a questionnaire. The questions included are for guidance and to act as a prompt. It is not necessary to answer all of the questions or even to use this form to submit your evidence if you find it more convenient to do so.

The role of local authorities in preparing for the opportunities and challenges of an ageing society.

The Centre for Policy on Ageing has been commissioned by the Local Government Association (LGA) to undertake a call for evidence on the role for Local Government in respect of an ageing society. A consultation team and Project group has been established by CPA to coordinate the opportunities and challenges for an ageing society, provide and receive local authorities' input/feedback, coordinate the evidence and deliver the findings to them. The report is for the purposes to be completed and it's report published by March 2020.

We would welcome your views on the contribution that Local Government can offer, and the changes Local Government should make, to assist in their local ageing communities and to improve the quality of life for older citizens and communities to age better. It would be helpful if you can cite examples where you are aware of good or innovative practice.

Section A

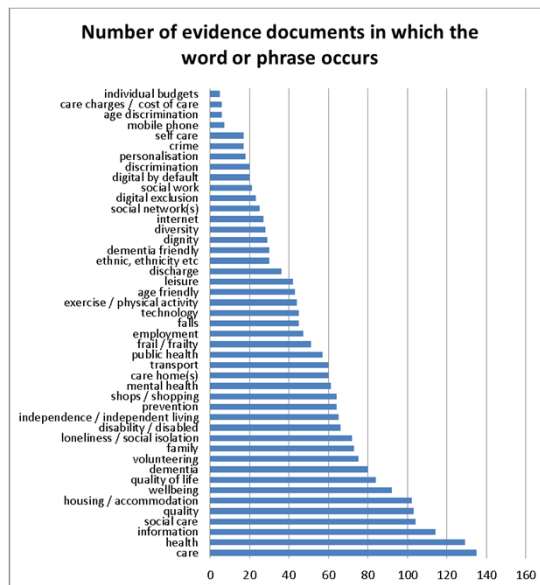
Persons answering the call for evidence

| | |
|-------------------------|--|
| Name | |
| Role or Job Title | |
| Organisation | |
| Contact email address | |
| Telephone no (optional) | |

This is not a questionnaire.

The questions included are for guidance and to act as a prompt.

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Themes in the evidence

| Word/Phrase | No of Docs | Word/Phrase | No of Docs | Word/Phrase | No of Docs |
|-----------------------------------|------------|------------------------------|------------|-----------------------------|------------|
| care | 135 | shops / shopping | 64 | diversity | 28 |
| health | 129 | mental health | 61 | internet | 27 |
| information | 114 | care home(s) | 60 | social network(s) | 25 |
| social care | 104 | transport | 60 | digital exclusion | 23 |
| quality | 103 | public health | 57 | social work | 21 |
| housing / accommodation | 102 | frail / frailty | 51 | digital by default | 20 |
| wellbeing | 92 | employment | 47 | discrimination | 20 |
| quality of life | 84 | falls | 45 | personalisation | 18 |
| dementia | 80 | technology | 45 | crime | 17 |
| volunteering | 75 | exercise / physical activity | 44 | self care | 17 |
| family | 73 | age friendly | 43 | mobile phone | 7 |
| loneliness / social isolation | 72 | discharge | 36 | age discrimination | 6 |
| disability / disabled | 66 | ethnic, ethnicity etc | 30 | care charges / cost of care | 6 |
| independence / independent living | 65 | dementia friendly | 30 | individual budgets | 5 |
| prevention | 64 | dignity | 29 | | |

Key issues and challenges

- **Age UK** -Five essential areas so that older people can flourish and love later life
 - (1) Enough money: through fairer pensions and take up of entitlement to support;
 - (2) Wellbeing: everyone is able to feel well and enjoy later life;
 - (3) Health and Care: access to high quality, empowering, health and care services as we age;
 - (4) Home: able to feel comfortable, safe and secure at home, living independently for longer; and
 - (5) Community and Society: where everyone in later life can participate and feel part of wider society, with opportunities to learn, join in, volunteer or work.

Key issues and challenges

- **Age UK** -two key elements of local authority's role in relation to older people
 - (1) Community leadership: promoting positive attitudes, working strategically and collaboratively with cross sector partners to enable local people to help shape better places for us all to age well and live independently, as active and connected citizens, for longer into later life;
 - (2) Service provision: directly and also increasingly provided through strategic commissioning, with a role to ensure equality of access to all age friendly services

Key issues and challenges

- **Age UK (London)** -ten issues for campaigning
 - (1) Your housing situation;
 - (2) The amount of contact you have with friends and family and 'the outside world';
 - (3) Getting around using public transport;
 - (4) Health and social care services in your area;
 - (5) Your diet and fitness;
 - (6) Your employment situation;
 - (7) Safety and security in your local area;
 - (8) Your ability to use computers and the Internet;
 - (9) The information you receive from your local authority
 - (10) The way older people are presented by the media.

Key issues and challenges

- **Age UK (London)** -manifesto for the 2014 London borough elections
 - (1) Make your borough age -friendly;
 - (2) Make travel accessible;
 - (3) Ensure high quality health and social care services;
 - (4) Help older people stay fit, active and involved;
 - (5) Provide accessible, affordable housing;
 - (6) Equal opportunities in employment and volunteering;
 - (7) Make London's streets safe and attractive;
 - (8) Make information accessible.

Key issues and challenges

- **Age UK (Birmingham)** - identify the following key issues:
 - (1) Combating isolation;
 - (2) Relieving pensioner poverty;
 - (3) Warm homes;
 - (4) Suitable day opportunities for the varying needs of the entire range of older peoples' ages;
 - (5) Shortfall in care for an aging population;
 - (6) Objective information and advice.

Key issues and challenges

- Greater London Authority (GLA), - has identified the following issues:
 - (1) Accessible and affordable transport;
 - (2) Suitable housing;
 - (3) Public seating and toilets;
 - (4) Accessible public realm;
 - (5) Easy access to culture, leisure and volunteering opportunities
 - (6) Respect and social inclusion;
 - (7) Poverty for some;
 - (8) Returning to work once out of it
 - (9) Access to training opportunities;
 - (10) Suitable health and social care provision
 - (11) Digital inclusion;
 - (12) Engagement and involvement.

Key issues and challenges

- South East Strategic Leaders (SESL)- the two key challenges facing South East authorities in responding to the health and care needs of older people are:
 - (1) funding
 - (2) integration

Social Care

- Essex County Council – in their report 'A shock to the system' make five recommendations:



- (1) A 10 year funding settlement for health and care that would allow the NHS and local government to plan for the long-term and shift spend to prevention.
- (2) Local Health and Wellbeing Boards need to be given teeth and, led by local Health and Care Commissioner, be given the power to control budgets and commission health and care services, integrating health and social care in a central arena.
- (3) We need to have an honest conversation about how we are going to pay for health and social care going forward, before they fall over. Only [national] Government can lead this conversation.
- (4) The NHS tariff system needs to be reformed to incentivise prevention and align financial incentives for providers with health and social care outcomes for individuals.
- (5) The legal presumption to share data in order to provide integrate health and social care services, with an individual right to opt out.

Social Care

- Shared posts and joint commissioning..
 - To achieve cost efficiencies, a number of local authorities, within London and beyond, are sharing social care posts with neighbouring authorities
 - “We are currently working on the assumption that over time most commissioning will be integrated unless there are good reasons why it shouldn’t be.” - London Borough of Lambeth

Social Care

- Mutuality and reciprocity
 - “there is huge potential for models of support based on mutuality and/or reciprocity to help older people with high support needs live well in later life. These models are valued greatly and achieve significant outcomes for individuals when they recognise, harness and use the assets of all their members.” – Joseph Rowntree Foundation

Public Health and Prevention

- ILC-UK : Opportunities arising from the transfer of public health functions to local authorities:
 - Local Authorities know their residents best;
 - Local Authorities are strategically placed to deal with today’s public health concerns;
 - the move could encourage innovation; and
 - the public want these changes.

Public Health and Prevention

- ILC-UK : Challenges arising from the transfer of public health functions to local authorities:
 - privatisation may lead to a focus on short-term solutions;
 - localisation may worsen the effects of the 'postcode lottery';
 - the changes may politicise public health;
 - localisation may shrink the size, budget and capabilities of the NHS;
 - the squeezing of local budgets may mean public health is not prioritised;
 - Local Authorities may lack the expertise to deliver public health.

Public Health and Prevention

- ILC-UK : recommendations¹ include:
 - Local health strategies should prioritise long-term health initiatives over short-term target hitting - for example, Ageing Well strategies could usefully focus on increasing physical activity earlier in life to ensure people have an active, healthy old age;
 - Recognising the long term return on investment in public health, five year budgets should be developed. Evaluations of impact should be considered over a similar length period rather than over the short term;
 - Joint Health and Wellbeing Strategies should incorporate plans for action on: Smoking cessation, physical activity, nutrition, road safety, housing, loneliness, falls and immunisation.

¹Scrutton et al, ILC-UK (2014), Public health responses to an ageing society: opportunities and challenges

Public Health and Prevention

- From the evidence it is clear that local authorities are addressing their public health and prevention responsibilities.
- Not so clear that public health initiatives are being targeted at older people.
- In some respect this doesn't matter as 'older people' are older 'people'
- but there are times of transition, such as 'retirement' in older age, when lifestyle change is particularly likely to be adopted and which should therefore be targeted.¹

¹Lievesley and Midwinter, CPA (2013), 'Wellness': Prevention and the sustainability of health and well-being in older age

Public Health and Prevention



Some authorities have strategies that are clearly targeted at the wellbeing of their older populations. Lincolnshire's 'Excellent Ageing' Work Programme October 2014 - Joint Health and Wellbeing Strategy Theme 2 – Health and Wellbeing of Older People – is a good example of a targeted programme of tangible activities, rather than aspirational goals, with a simple 'traffic lights' system to indicate clearly whether objectives are being achieved.



Excellent Ageing Work Programme October 2014
Joint Health and Wellbeing Strategy Theme 2 – Health and Wellbeing of Older People

| Excellent Ageing Outcome 2: "I Want to Be Healthy" | | | | | | |
|---|--|--|---------------------------------------|---|-------|--|
| Support the delivery of Mental Health Promotion Strategy | Add to the action plan of the Mental Health Promotion Strategy for actions for older people. Understand the wider action plans to deliver the recommendations from the NICE review of mental health needs of older people in care homes. | Consultation for comments by end of August | Jennifer Waller-Brown (Public Health) | Pam Channa (Public Health), Lincs Partnership Foundation Trust, SHINE network | Amber | Mental Health Promotion Strategy to be published |
| Support campaign to reduce pressure ulcer incidence | Lincoln University Student Led Conference 'Stop the Pressure' – follow pledges from Excellent Ageing partners to reduce the incidence of pressure ulcers in community settings and hospitals. | Follow up actions in August 2014 | Trevor Simpson Lincoln University | Adult Care Workforce Development Team | Red | Progress needs to be checked |
| Support the review of the Falls Prevention Service/Integration to Wellbeing | Complete JSNA refresh of Falls pages | By end of April | Sarah Stringer | Beverley Manson – Age UK Lindsey. Eloise Thompson/Heather Charles East CCG | Green | JSNA refresh completed October 2014 |
| | Lincoln City – Falls Prevention in Social Housing project | TBC | Simon Walters | | Amber | Scoping meeting held 5 th June. Progress to |

Contact for comments/additions please contact – sarah.stringer@lincolnshire.gov.uk 01522 554222.
<http://www.lincolnshire.gov.uk/excellentageing>

Public Health and Prevention

- Loneliness
 - Campaign to End Loneliness – ‘loneliness is a significant and serious public health issue that should be treated as seriously as other public health issues such as smoking and obesity.’
 - Joseph Rowntree Foundation has developed a neighbourhood approach to loneliness. This has involved local people of all ages identifying the causes of loneliness in their community and working together on solutions to address loneliness.
 - Southway Housing Trust (Manchester) and Bristol Ageing Better include loneliness in their age-friendly city approach

Public Health and Prevention

- Volunteering
 - Volunteering in older age is a useful way of maintaining social networks while doing something perceived to be worthwhile and raising self-esteem.
 - A number of evidence submissions talked about voluntary work **with** older people but fewer submissions emphasised volunteering **by** older people.
Notable exception were the Silverlinks project run by Care & Repair England and the work of the ExtraCare Charitable Trust

Public Health and Prevention

- Exercise and physical activity
 - Exercise and physical activity are an important part of maintaining a healthy lifestyle in older age. A number of councils submitting evidence, including Barnet, Gateshead, Lincolnshire, Manchester, Merthyr Tydfil, Newcastle, Northamptonshire and Sheffield, Northumbria NHS Trust and organisations such as CPA, CSP and ILC-UK have emphasised the importance of promoting exercise and physical activity as part of public health and prevention
- Prevention (in general)
 - A number of local authorities including The London Boroughs of Barnet, Croydon and Lambeth, the County Councils of North Yorkshire, West Sussex, Essex, Lincolnshire and Wiltshire, Newcastle City Council, Gateshead Council, Merthyr Tydfil County Borough Council, Bradford, Dudley and Sefton Metropolitan Borough Councils, and North Norfolk District Council recognise the importance of 'prevention' and have submitted information about their own prevention strategies and programmes.

Independence in older age

- Maintaining independence is a dominant theme in the provision of housing with care, including extra-care housing and is a widespread objective of council programmes.
 - “Our focus for the next ten years is to continue to provide services that maximise independence and self-determination.” - Merthyr Tydfil County Borough council
 - “Our older citizens have told us that they want to remain independent and in their own homes for longer, and to exercise greater choice over their housing and support options. We share these ambitions and recognise their importance.” – London Borough of Lambeth
 - “Independence was described by the majority of the older people we spoke to as one of the most important things to them. For most this meant being able to ‘do what I want, when I want’ and ‘getting out and about’.” – Age UK

Age-friendly environments

Checklist from the Alternative Age-Friendly Handbook, submitted as part of the Age-friendly Manchester evidence

- public areas are clean and pleasant;
- green spaces and outdoor seating are sufficient in number, well-maintained and safe; pavements are well-maintained, free of obstructions and reserved for pedestrians;
- pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level;
- pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with nonslip markings, visual and audio cues and adequate crossing times;
- drivers give way to pedestrians at intersections and pedestrian crossings
- cycle paths are separate from pavements and other pedestrian walkways;
- outdoor safety is promoted by good street lighting, police patrols and community education; services are situated together and are accessible;
- special customer service arrangements are provided, such as separate queues or service counters for older people;
- buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors; public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

Dementia-friendly environments

- Local authorities and others submitting evidence on creating a dementia-friendly environment include Joseph Rowntree Foundation; Alzheimer's Society; Dudley Libraries; North Norfolk District Council, Camden Council, Age UK Sunderland; Gateshead Council and West Sussex County Council (Crawley)
- Crawley has created a Crawley Dementia Alliance – bring together all statutory authorities and voluntary services
- Crawley is developing local health and wellbeing services to better support people with dementia and their carers including:
 - Forget Me Not Club – for carers and their cared for; - Men In Sheds - dementia friendly shed project for isolated males and those living with dementia; - Dementia friendly ladies group – aimed at BME community; - Dementia friendly haven – weekly drop in session for people with early stage dementia, so that carers can attend to jobs in the town centre; post office, bank, opticians or respite knowing their cared for are in a safe environment; - Intergenerational work – school visits; - Forward Thinking group – peer support lead by Alzheimer's Society; - Dementia Friendly Carol Concert arranged by the Forward Thinking Group; and - Dementia Voice project – digital story telling of people living with dementia

Employment

- Between 2003 and 2013 the proportion people in employment in the UK, aged over 50, rose from just over 25% to just under 30% and the number aged 65 or over in employment doubled to just over 1 million. – Saga
- Alzheimer's Society say Local authorities, in their role as an employer, can play an important role in supporting people with dementia and their carers. The Society supports the phasing out of the retirement age but, as part of this, employers must be prepared to address the needs of people with dementia at work.

Disability and Sensory Loss

- Social care is vital in enabling disabled people to live independently
- Four in ten disabled people who receive social care support already say that it does not meet their basic needs
- One third of working aged disabled people said that cuts to their social care have prevented them from working or volunteering – Scope
- Services being designed for an ageing population must be accessible and useable to those who have a sensory loss and should be commissioned and delivered in such a way that puts an onus on providers to recognise and identify the early signs of sensory loss – Sense
- Sight Loss is recognised as a public health priority; from 2013 the Public Health Outcomes Framework included an indicator directed at preventable sight loss which puts sight loss along such priority issues as dementia and obesity. we recommend that local authorities adopt the adult sight loss pathway . – RNIB

Information, libraries and digital exclusion

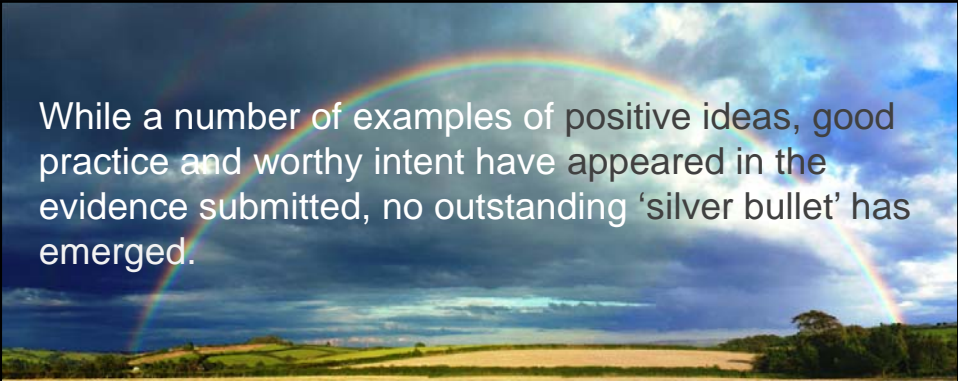
- Dudley libraries provide a service for all ages - reading groups, reminiscence sessions, Adult and Community Learning classes or 'knit and natter' groups held in libraries - Dudley Adult Social Care who have commissioned services, including an online information directory
- "Isolation is a real problem for all older people. A trip to the library can break up the pattern of an otherwise isolated day" – JRF
- ...commit to supporting local initiatives to help older people get online...and continuing to provide key information about local services to the whole community including people who are not online: this could be ...'assisted digital' at libraries – Age UK (London)
- Speaking to the people of Essex, we came across a handful of people who had not used or did not have direct access to, the internet...Everyone may not want to use technology but it is wrong to limit its use for this reason – Essex County Council

Housing

- ...housing and ageing should be high on the health agenda. Housing quality and suitability is a major determinant of health and well-being, and hence impacts on demand for NHS services - Housing and Ageing Alliance
- Extra-care communities allow older people to enjoy independence, choice and opportunity. Around 20% of ExtraCare Trust residents have some form of dementia - compared to those living in the community in receipt of domiciliary care, those in extra care housing are less likely to enter institutional accommodation – ExtraCare Housing Trust
- “... planning is one major obstacle. ... Current DCLG consultation on housing design standards and space is proposing a retrograde step on future accessibility and adaptability of new housing” – Housing LIN
- ...recent research by the Homes & Communities Agency ... suggests that as few as 18% of local authorities have any specific planning policies to address the housing needs of older people – McCarthy & Stone

Transport

- Transport is a major issues for older people whether in age-friendly cities or in rural areas with poor transport links.
- the age-friendly cities approach places a great emphasis on the quality of public transport
- Age UK London call on councils and councillors to commit to continuing to support the Freedom Pass as a key way of helping older people be included and contribute to society.
- Living in neighbourhoods which feel unsafe or have poor transport connections and no sense of ‘community’ can lead to loneliness and isolation - Sheffield 50+



While a number of examples of positive ideas, good practice and worthy intent have appeared in the evidence submitted, no outstanding ‘silver bullet’ has emerged.

The predominant narrative has been one of ‘care and support’ but local authorities should gradually try to change the emphasis from one of ‘care and support for needs’ to one of support for the contribution that older people can make.

“Chronological age should not act as an arbitrary barrier to older people’s contribution as citizens and consumers, working or retired.” – Age UK.

Nat Lievesley : nat@cpa.org.uk

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The full CPA summary of submissions to the CPA-LGA call for evidence, and the submissions themselves will be available on the CPA website.

<http://www.cpa.org.uk/cpa-lga-evidence>

Centre for Policy on Ageing

CPA
New attitudes to old age