

AGENDA SUPPLEMENT (1)

Meeting: Melksham Area Board
Place: Bowerhill Village Hall, Bowerhill, Melksham
Date: Wednesday 13 November 2019
Time: 7.00 pm

The Agenda for the above meeting was published on 05 November 2019. Additional documents are now available and are attached to this Agenda Supplement.

Please direct any enquiries on this Agenda to Kevin Fielding, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01249 706610 or email kevin.fielding@wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225)713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at www.wiltshire.gov.uk

- 7 **Report back from "Age Friendly Melksham" special meeting of the Area Board on 22 October (Pages 1 - 62)**

DATE OF PUBLICATION: 12 November 2019

Melksham Area Board, 13 November 2019

Report back on Special Meeting held on Tuesday 22 October 2019 at Melksham Assembly Hall at 2pm

“Age Friendly Melksham”

In Attendance: 45 people including representatives of Wiltshire Council, Melksham Area Board, Melksham Town Council, Melksham Without Parish Council, Forum 55 Seniors, Riverside Club, Melksham Community Transport, Melksham and Bradford on Avon Primary Care Network, Selwood Housing, Healthwatch Wiltshire, Centre for Sustainable Energy, Centre for Ageing Better, Wiltshire Times

Also present: Councillor David Halik, Portfolio Holder for Adult Social Care Transformation at Wiltshire Council.

1. Introduction - Councillor Jonathon Seed, Chairman Melksham Area Board

Melksham is a member of the UK Network of Age-Friendly Communities and was the first, and still one of the very few, market towns signed up to a framework for making towns and cities more age-friendly.

See publicity for the United Nations International Day of Older Persons 2019 here



Centre for Ageing
Better International D

2. Keynote Address: “Age-Friendly Communities” - Nayyara Tabassum, Evidence Officer, Centre for Ageing Better



Age Friendly
Melksham Centre fo

Slidepack here.

3. “Warm and Safe Wiltshire” - Joe Pitt, Energy Adviser, Centre for Sustainable Energy



Age Friendly
Melksham Centre fo

Slidepack here.

4. Introduction to Group Discussions - Councillor Jon Hubbard

Facilitators at themed tables managed introductions; the discussion of issues; and the identification of priority actions.

- **Supported Living:** facilitated by Vicky Bodman and Laura Young, Wiltshire Council Housing



Age Friendly

Flipchart notes here. [Flipchart Notes - Support](#)

- **Work and Financial Security:** facilitated by Nayyara Tabassum, Centre for Ageing Better



Age Friendly

Flipchart notes here. [Flipchart Notes - Work](#)

- **Health and Wellbeing:** facilitated by Dr Jonathan Osborn, Giffords Surgery



Age Friendly

Flipchart notes here. [Flipchart Notes - Health](#)

- **Combatting Social Isolation:** facilitated by Teresa Strange, Melksham Without Parish Clerk



Age Friendly

Flipchart notes here. [Flipchart Notes - Combat](#)

- **Accessibility and Transport:** facilitated by George Brown, Melksham Community Transport



Age Friendly

Flipchart notes here. [Flipchart Notes - Access](#)

- **End of Life Care:** facilitated by Chris Guest, Majesticare (Blenheim House)



Age Friendly
Flipchart notes here.

6. Next Steps for the Forum - Councillor Martin Pain, Chairman Forum 55 Seniors

Forum 55 continues to run a varied programme of activities for its members. As well as working with the local authorities to shape and deliver the Age Friendly initiative, the Forum provides regular activities at the Riverside Cub and Forest Community Centre which includes seated sports, talks, trips and other friendship activities for older people. The Forum has recently secured the services of the lottery funded “Healthier Communities” project and the Community Health Trainer to deliver a programme of healthy lifestyle advice and physical exercise to its members.

7. Summary and Next Steps for the Age Friendly Melksham initiative – Councillor Jon Hubbard

The Age-Friendly Melksham Steering Group has established a collaborative process with Melksham stakeholders to ensure the voices of older people are meaningfully involved in plans to make Melksham a more age-friendly town. It has held consultative meetings and has begun to plan actions across a range of themes to deliver a society in which everyone enjoys later life. This work now needs to be taken to the next level, and with adequate resourcing, if it is to make an impact in our community and on the lives of older people as we hope.

A report back on this event and a bid for resources will be made to the Melksham Area Board on Wednesday 13 November, to be held at Bowerhill Village Hall at 7pm.



Age Friendly
Melksham Consultancy
Consultancy brief here.

Report compiled by Peter Dunford, Community Engagement Manager



Warm & Safe Wiltshire

Joe Pitt

Energy Advisor

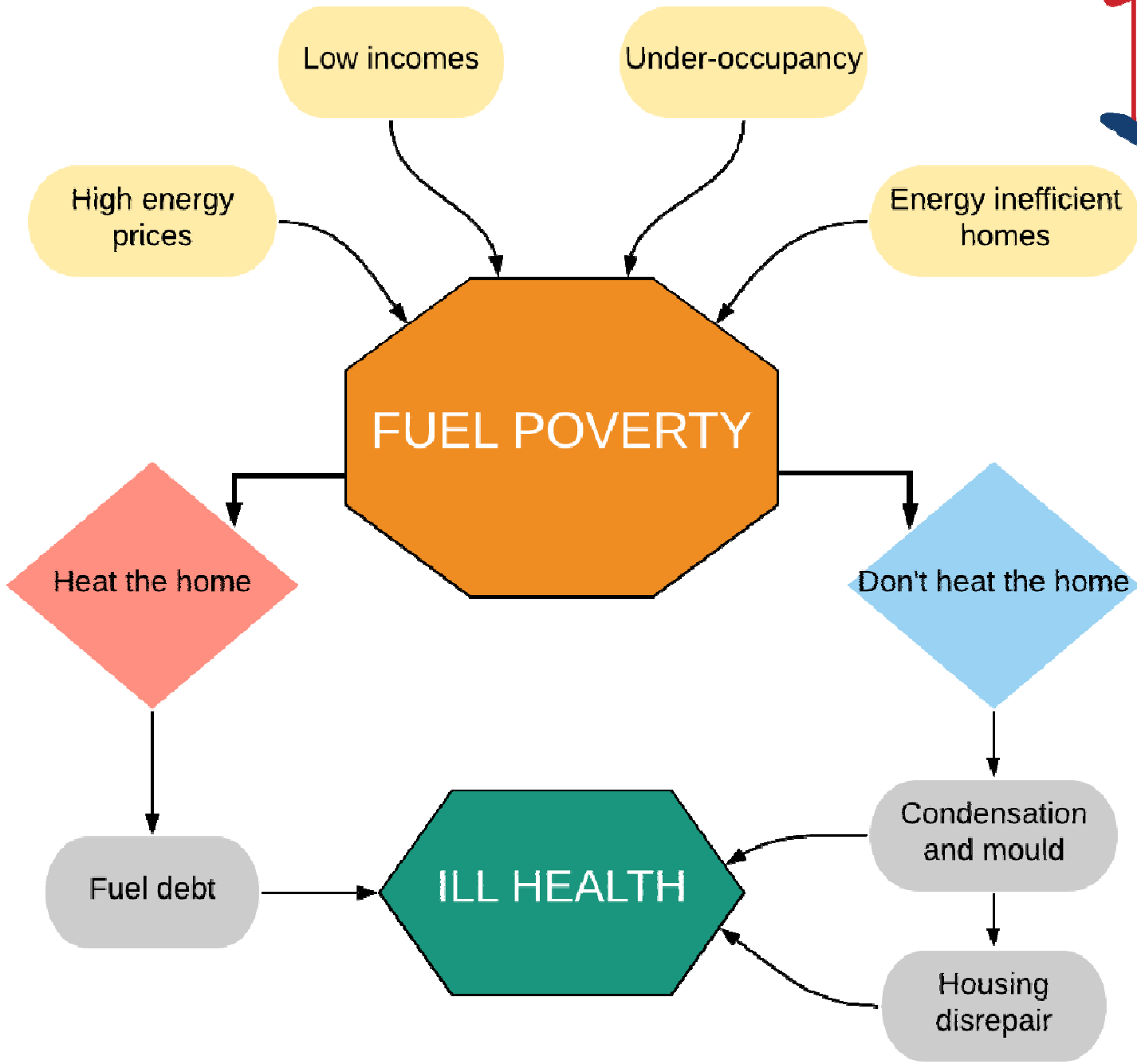


Warm & Safe Wiltshire



- Partnership project with Wiltshire Council
- The aim is to improve energy efficiency of homes across Wiltshire to:
 - Help make homes warmer, cheaper to heat
 - Reduce the risk of ill health & hospital admissions
- Provides free advice to all residents



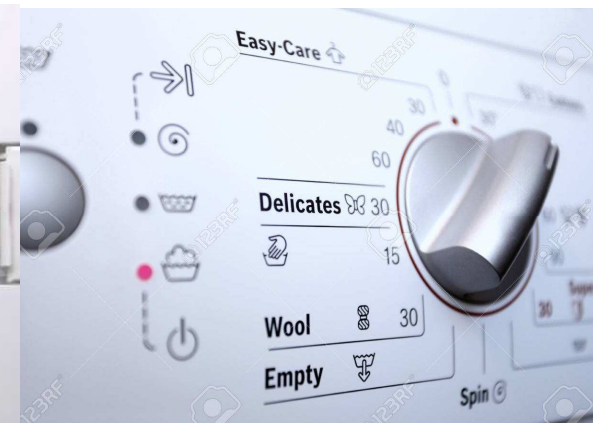


Heating and heat loss

- Efficient use of heating controls (thermostat, programmer, radiator valves, hot water tank timer/thermostat)
- Understanding Economy 7 tariff and storage heaters
- Draught proofing
- Insulation upgrades and ECO funding



Appliances and electricity use



Energy suppliers and tariff switching



- Understanding billing/meters is an important part of tackling fuel poverty
- Switching from a standard variable tariff to a better value one often saves £200-300 annually
- Warm Home Discount (£140 grant)
- Surviving Winter Fund (available through CSE and Age UK)
- Priority Services Register for powercuts



**The British Gas
energy trust**

What are smart meters?



- New generation of gas and electricity meters
- Two parts: the meter sends readings automatically to the supplier, and the in-home display allows you to monitor energy usage
- Two generations: SMETS1 and SMETS2



Benefits of Smart Meters



- See what you are using and spending in near real-time
- Identify situations where you're using a lot of energy and might want to make changes to reduce it
- No more manual meter readings and estimated bills
- Additional benefits for prepayment (key) customers
- Help create a smart grid - allow the energy system to better predict what electricity the country needs, when and where it needs it



5 Smart meter Myths



- 1 You can't switch supplier.** 2nd generation meters allow uninterrupted switching between suppliers.
- 2 Smart meters can spy on you.** Smart meters can't spy, they can only measure energy use and share the readings with your supplier.
- 3 Renters can't get a smart meter.** If you pay the bills and the meter belongs to your supplier, then you have the right to request a smart meter.
- 4 Not all homes can have smart meters.** Almost all homes can have smart meters and as connectivity improves and the smart meter rollout continues everyone should be able to have one installed by 2020.
- 5 Smart meters are dangerous.** The government watchdog on public health says that smart meters do not pose a risk to health in installation or infrequent radio wave bursts, they emit a lower EMF reading than your mobile phone or microwave.



Referrals



Freephone: 0800 082 2234

Referral link: www.cse.org.uk/referral

Email: warmandsafe@cse.org.uk



Any questions?

Age-friendly Communities

October 2019

Dr. Nayyara Tabassum
Evidence Officer

ur aim

r vision is a society where everybody
oys a good later life.

want more people:

in fulfilling work

in good health

living in safe, accessible homes and
connected communities.



Priority Goals

filling Work



Healthy Ageing



Connected Communities



Safe & Accessible Housing



Network of Age-friendly Communities – 36

- Ards and North Down
- Banbury
- Barnsley
- Belfast
- Bolton
- Brighton and Hove
- Bristol
- Cardiff
- Coventry
- Derry City and Strabane
- East Lindsey
- Greater Manchester
- Glasgow
- Isle of Wight
- Leeds
- Lisburn Castlereagh
- Liverpool
- London
- London Borough of Lewisham
- London Borough of Southwark
- Manchester
- Melksham**
- Middlesbrough
- Newry, Mourne and Down
- Newcastle upon Tyne
- North Yorkshire
- Nottingham
- Salford
- Sefton
- Sheffield
- Stockport
- Stoke-on-Trent
- Sunderland
- Torbay
- Trafford
- York



Associate members: Scottish Older People’s Assembly and Ageing Well in Wales

Age-Friendly Communities – a holistic approach to ageing better

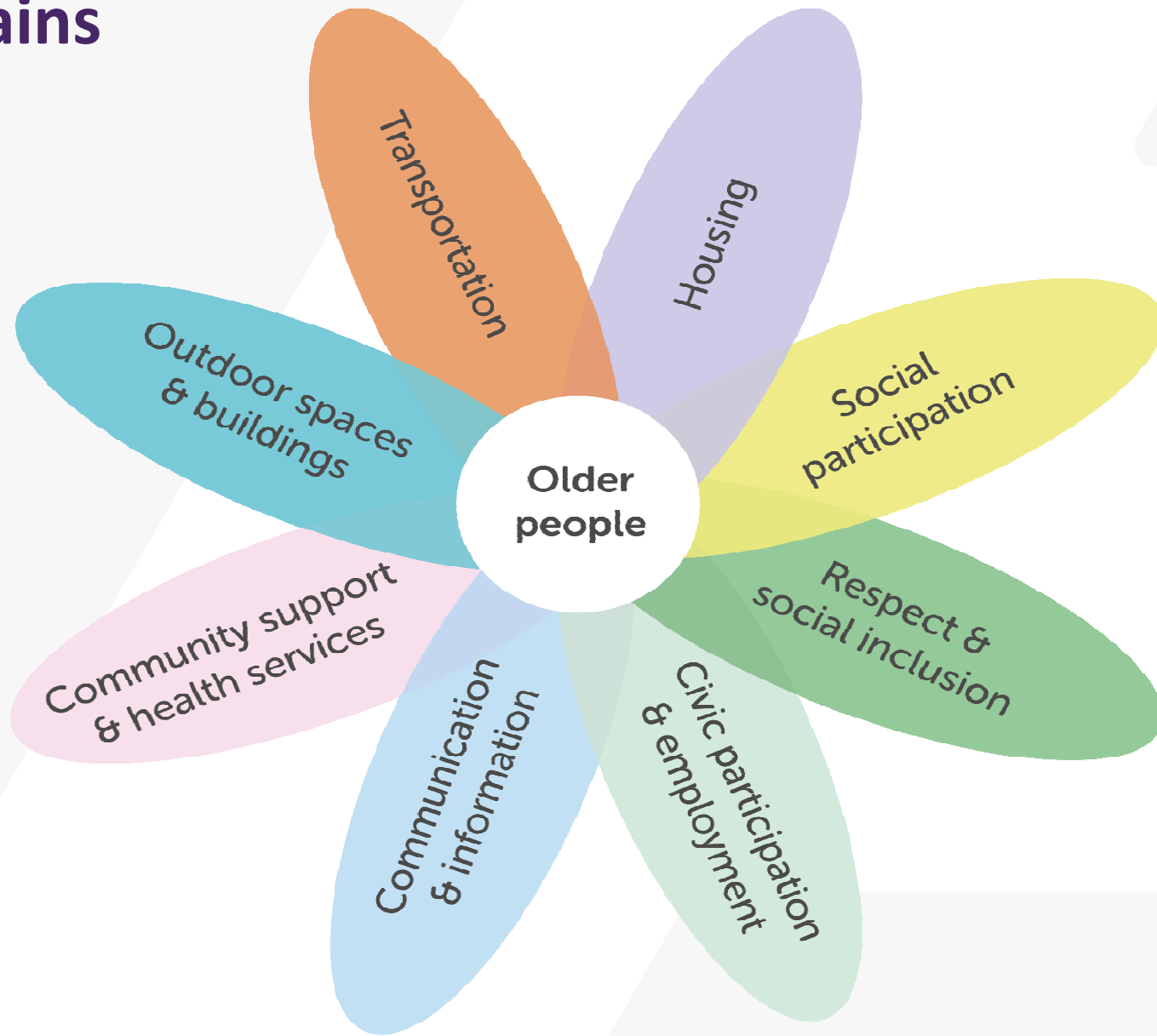
Age-friendly Communities:

are places that foster healthy and active ageing
enable people to **stay in places of their choosing**
as they age and to **continue to play an active role**
in their communities for as long as possible

minimise barriers to participation as abilities decline



The World Health Organisation's Age-Friendly Communities: The Eight Domains





The State of Ageing in 2019

Adding life to our years

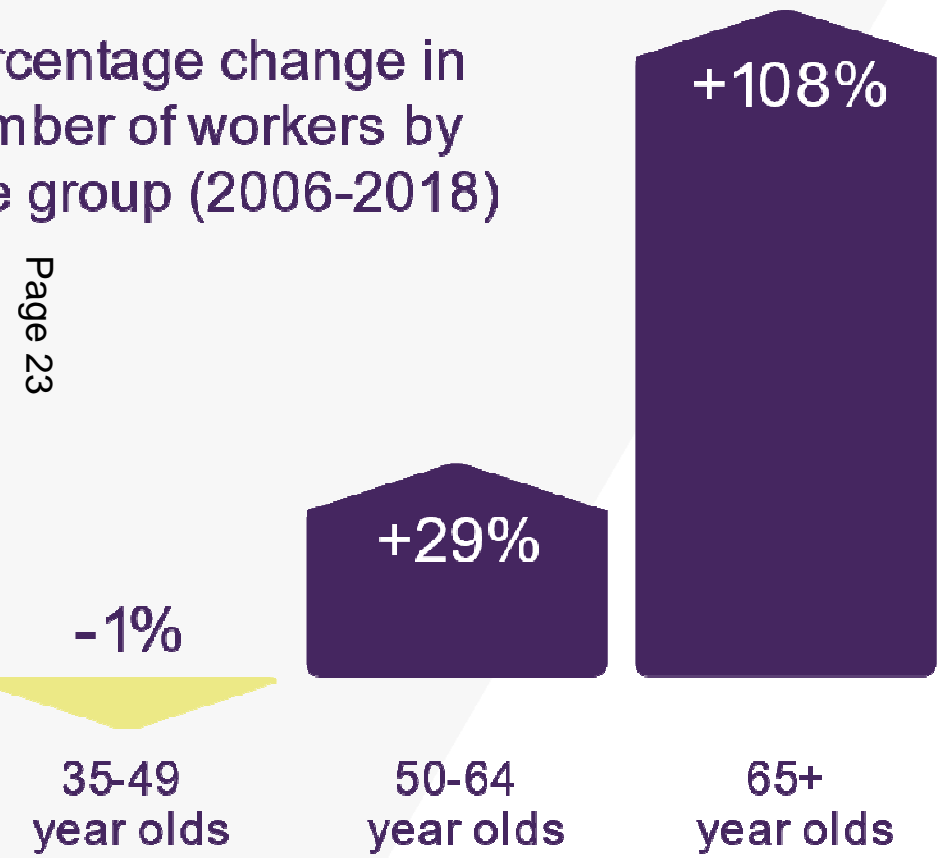


Work and finances

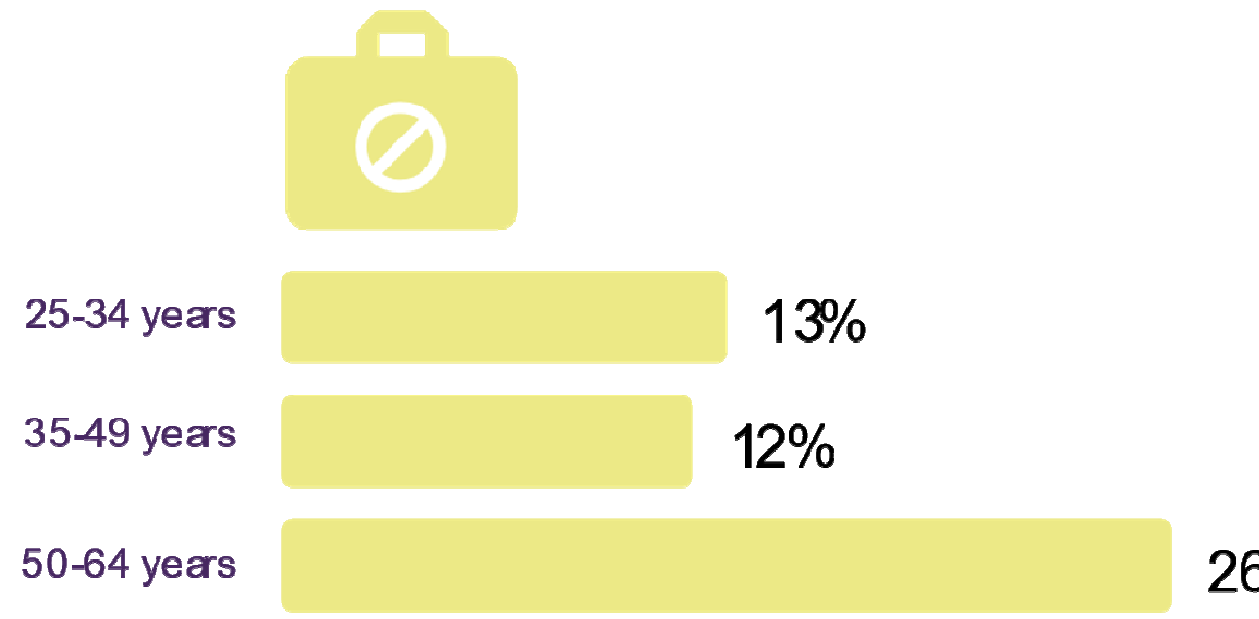


While there has been an increase in the number of older workers in the labour market, one in four aged 50-64 are not in work

Percentage change in number of workers by age group (2006-2018)



Proportion of age group not in work



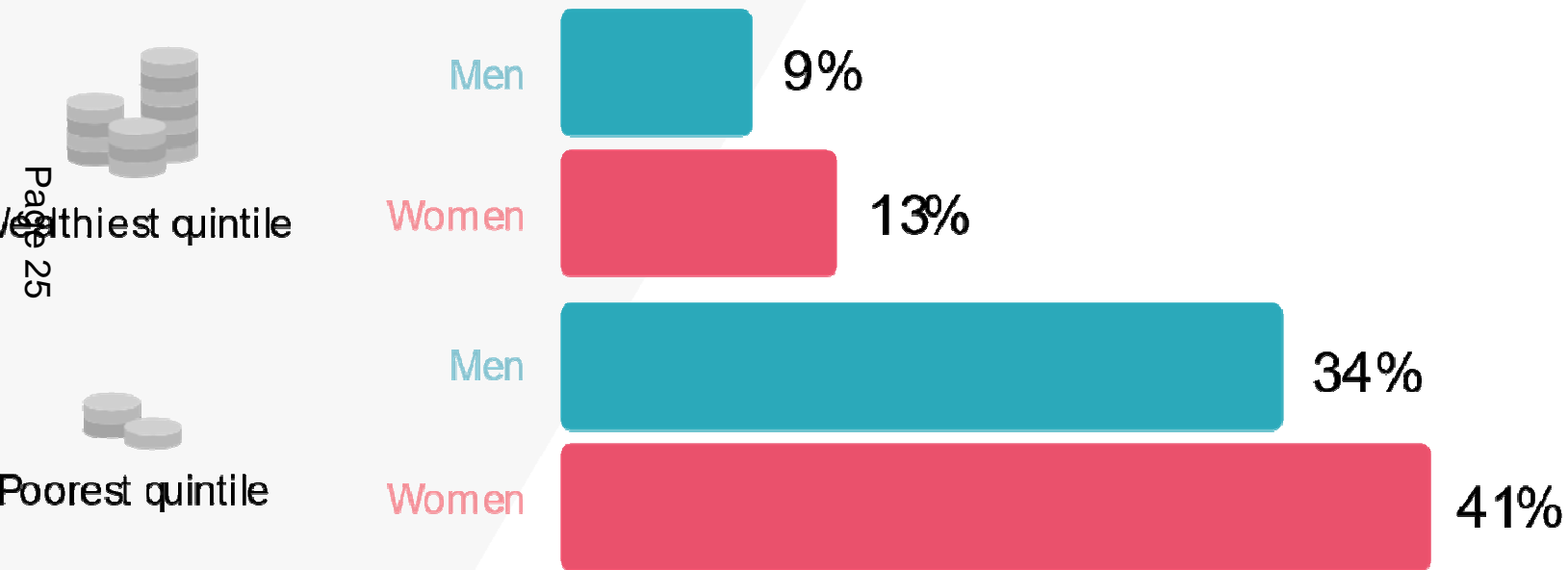
Source: Office of National Statistics, (2018), Labour market economic commentary: September 2018

Source: Office of National Statistics, (2019), A01: Summary of labour market statistics, October-December 2018 based.

Health



Proportion of people aged 50 and over who experience difficulties performing at least one activity of daily living



Source: J. Abell and N. Amin-Smith et al (2018), The Dynamics of Ageing: Evidence from the English Longitudinal Study of Ageing, Wave 8: 2002-2016.

Housing

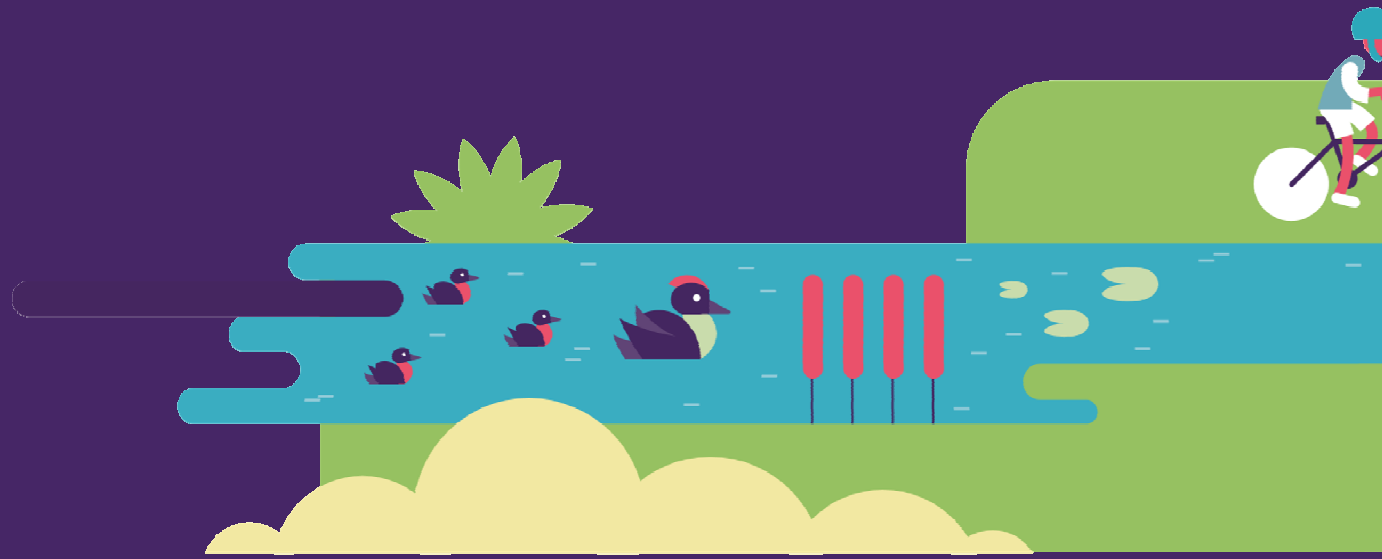


93% of our current homes fail accessibility standards

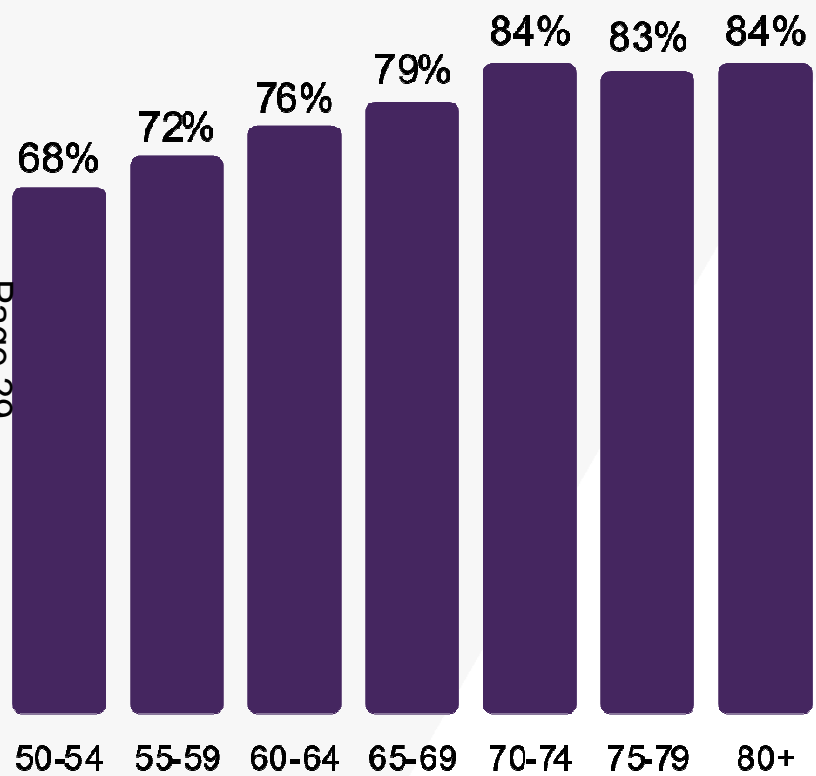


Communities

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People who feel they belong to their neighbourhood



Source: Centre for Ageing Better Analysis, (2018), Understanding Society: The Household Longitudinal Study, Wave 6, 2014-16.



Key Messages:

- **Community activities** promoting strength and balance inclusive of all ages and abilities
- Age friendly **employment support** approaches for over 50s
- Age friendly **planning and design** of our homes, high streets and town centres

Thank you!

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United Nations International Day of Older Persons 2019 'The Journey to Age Equality'

On 1st October 2019, members of the UK Network of Age-friendly Communities acted together publicly to call for an end to outdated, ageist attitudes and language, to mark the UN International Day of Older Persons (IDOP) - 'The Journey to Age Equality'.

[40 community leaders from 30 members across the network signed an open letter](#) demonstrating their commitment to changing the current prevalent narrative on ageing. **92** individuals from councils, business and community groups added their support by signing an online pledge and numerous others symbolically signed at events across the UK.

In addition, a social media campaign #AgeProud was launched and throughout the month of October, the network celebrated IDOP with a host of local activities, events and opportunities to bring ageing positively to life in their communities.

Overview of Network IDOP activity

Banbury	Open letter signatories: Sir Tony Baldry, High Steward of Banbury; Yvonne Rees, Chief Executive of Cherwell District Council and Oxfordshire County Council
	Banbury hosted an Older People's Day event on October 9 th where over 100 people were given the opportunity to have their electric blankets checked, pick up useful information and participate in a range of activities.
Barnsley	Open letter signatories: Cllr. Pauline Markham, Mayor; Cllr. Chris Lamb, Chair for the Stronger Community Partnership Board and Cabinet Spokesperson for Place (Environment and Transportation) directorate; Wendy Lowder, Executive Director – Communities; Cllr. Jennie Platts – Deputy Chair of the Stronger Communities Partnership Board and Cabinet Spokesperson for Communities Directorate
	Age UK Barnsley hosted the Love Later Life event , a day of entertainment and celebration on September 30 th was attended by over 200 older people.
Belfast	Open letter signatories: Cllr. John Finucane, Lord Mayor of Belfast
	Belfast opened their Positive Ageing Month on the 1 st with an Age-friendly Convention. There were over 200 events, classes, workshops and activities taking place over the month.
Brighton and Hove	Open letter signatories: Dr David Supple, Clinical Chair of the Clinical Commissioning Group; Cllr. Clair Moonan, Chair of the Health & Wellbeing Board
	The Ageing Well Festival was launched on September 30 th by Deputy Mayor Alan Robins and ran until October 13 th .
Bristol	Open letter signatory: Marvin Rees, Mayor
	Age UK Bristol launched a month-long Celebrating Age Festival on the 1 st . The festival involved a variety of taster activities, open days and events for people of all ages.



Cheshire West and Chester	Open letter signatory: Cllr. Val Armstrong, Cabinet Member for Adult Social Care and Public Health
Derry City and Strabane	Open letter signatory: Cllr. Michaela Boyle, Mayor
East Lindsey	Open letter signatory: Cllr. Craig Leyland, Leader of the Council
Glasgow	Glasgow Life hosted their Age Well event on the 2 nd to showcase activities and offers available for older people in the community.
Greater Manchester	Open letter signatories: Andy Burnham, Mayor; Brenda Warrington, Leader of Tameside Council The Older People's Network held their ' Age Proud: Exploring Positive Ageing ' event on the 2 nd . Attendees completed a workshop "Changing the Narrative on Ageing" to discuss the ways ageing is currently portrayed in the media. Age Proud blogger and campaigner Joyce Williams, Paul McGarry, head of GM Ageing Hub and Mike Dodd from the 'Talking About my Generation' Campaign all spoke at the event.
Isle of Wight	Open letter signatories: John Metcalfe, CEO, Isle of Wight Council; George Cameron, Chair, Isle of Wight Council Online pledge signatories: 8 Age Friendly Island's Celebrating Age Festival ran for the month, with 100+ events and activities, from surfing to showcasing volunteering opportunities.
Leeds	Open letter signatory: Cllr. Rebecca Charlwood Executive Member for Health, Wellbeing and Adults Leeds City Council The Age Proud Leeds campaign was launched on October 3 rd . It runs until March 2021 and focuses on five key messages around ageism and challenging age discrimination.
Liverpool	Open letter signatories: Joe Anderson, Mayor; Gary Millar, Deputy Mayor Online pledge signatories: 18 A Happy Older People Network Meeting was held on the 1 st with Gary Miller signing the letter. Joe Anderson also added his name in support and reinforced Liverpool's commitment to Age-friendly. Anna Dixon, CEO at Ageing Better spoke at the event, and is pictured here with Gary and the open letter.
Lisburn Castlereagh	Open letter signatory: Alan Givan, Mayor
London	London's Festival of Creative Ageing, ' Age Against the Machine ', was launched by Mayor Sadiq Khan and ran from September 13 th – October 6 th .
London Borough of Lewisham	Open letter signatory: Damien Egan, Mayor Lewisham hosted nearly 70 different events over the three weeks of London's Festival of Creative Ageing .
Manchester	Open letter signatory: Sir Richard Leese, Leader of the Council Councillors presented a motion at the City's Full Council meeting on the 2 nd asking for complete support for the work of Age Friendly Manchester and to acknowledge and celebrate the roles older people play in the city. The motion was adopted unanimously. Age Friendly Manchester ran a social media campaign throughout the first week of October to address negative stereotypes of sexuality and relationships in older people. The campaign reached over 32,000 people online.
Melksham	Open letter signatory: Jon Hubbard, Mayor The Melksham Area Board and Forum 55 Seniors held a special meeting on the 22 nd to discuss issues faced by older residents. Read more below.



Middlesbrough	Open letter signatory: Emma McInnes, Health Improvement Practitioner
	Ageing Better Middlesbrough hosted an afternoon tea for 60 of their members to meet and catch up with each other in celebration of IDOP.
Newcastle	Open letter signatory: Cllr. Karen Kilgour, Cabinet Member for Adult Services
	Online pledge signatories: 1
	The Elders Council used the month of October to celebrate and promote activities available to older people in the city under the banner 'Ageing with Style'.
North Yorkshire	Open letter signatories: Cllr. Carl Les, Leader of the Council; Richard Flinton, Chief Exec
Nottingham	Open letter signatory: Cllr. David Mellen, Leader of the Council
	Online pledge signatories: 29
	Age Friendly Nottingham (AFN) held an event for older people on October 1 st on Avoiding Scams, Doorstep Crime and Staying Safe at Home. Cllr. David Mellen and Age Friendly Nottingham Older Citizens' Champion, Cllr. Eunice Campbell-Clarke were in attendance to sign the letter.
Salford	Open letter signatory: Paul Dennett, City Mayor; Cllr. Charlie McIntyre, Ceremonial Mayor
	Salford hosted an IDOP event at the museum attended by City Mayor Paul Dennett, Ceremonial Mayor Cllr. Charlie McIntyre and over 100 older people. The letter was enlarged for attendees to add their names and share on social media.
Scotland	Open letter signatory: Christina McKelvie, Minister for Older People and Equalities
Sefton	Open letter signatory: Cllr. Paul Cummins, Cabinet Member
Sheffield	Open letter signatory: Cllr. Jude Wells, Cabinet Member for Adult Care and Health
	Online pledge signatories: 1
Stockport	Open letter signatory: Cllr. Jude Wells, Cabinet Member for Adult Care and Health
	Stockport hosted an Age-friendly Week of events which ran 30 September – 6 October. This included arts workshops and exercise sessions.
Sunderland	Open letter signatory: Cllr. Geoff Walker, Chair, Health & Wellbeing Board
	Online pledge signatories: 35
	City Council Cabinet Member for Health and Social Care, Cllr. Doctor Geoffrey Walker joined the regular meeting of Sunderland Older People's Council at Age UK to sign the open letter .
Torbay	Open letter signatories: Cllr. Steve Darling, Leader of the Council; Cllr. Daren Cowell, Deputy Leader of the Council and Cabinet Member for Finance
	Ageing Well Torbay held the Ageing Well Festival 2019 on Saturday 19 th October with a range of activities including dance, talks and fashion.
Trafford	Open letter signatory: Cllr. Joanne Harding, Executive Member for Adult Social Care Chair, Age Well Board
York	Open letter signatory: Cllr. Carol Runciman, Executive Member for Health, Housing and Adult Social Care
Wales	Open letter signatory: Helena Herklots, Older People's Commissioner for Wales
	The Older People's Commissioner for Wales, Helena Herklots published her State of the Nation report on growing older in Wales.



Social media activity

Age Friendly York @AgeFriendlyYork · Oct 1
Happy International Day of Older Persons from @AgeFriendlyYork #AgeFriendlyYork

City of York Council @CityofYork · Oct 1
We're a proud signatory of an open letter marking the International Day of Older Persons 2019. @CarolRunciman joins the move to tackle ageism and recognise the many opportunities of longer lives. #AgeProud #AgeFriendly @LiveWellYork @healthwatchyork @DementiaVoices



Debbie Weekes-Bernard @debs_wb · Oct 1
Today is the UN International Day of Older People. At City Hall we promote age equality & support people to age well. So on #UNIDOP we are promoting the #AgeMachine festival challenging attitudes towards ageing & celebrating older people as artists @LewishamCouncil @TheAlbanySE8



Age Friendly Leeds @AgeFriendlyLDS · Oct 8
Looks like a good time was had by all #agefriendlyLDS, great photo @OldFireStalS9

The Old Fire Station @OldFireStalS9 · Oct 7
Fantastic time had by all at our #idop19 60's & 70's Disco Saturday night! Everyone enjoyed the bingo, buffet and Photobooth, and there was some excellent moves on the dance floor! Thanks to local volunteers for organising, and @TTSLeeds for funding



Paul McGarry @AgefriendlyMCR · Oct 2
The brilliant Granda Williams at GM Older People's Network. @JoyceWilliams_ @GMOPN1



2 replies, 8 likes

Gary Millar @garymillar · Oct 1
Fab event today at @HOPLiverpool talking about the UN's International Day of Older Persons and hearing from storyteller @curtiswatt and the Centre for Ageing's @DrAnnaDixon at @MuseumLiverpool. Great feedback and I loved the musical poetry

#AgeProud



Mayor Andy Burnham @MayorofGM · Oct 1
On International Day for Older Persons, the Mayor has joined leaders from around the country in signing an open letter committing to tackling ageism and talking more positively about later life.

More: ageing-better.org.uk/news/local-lea...

@Ageing_Better #AgeFriendlyGM #AgeProud #IDOP2019



3 replies, 24 retweets, 55 likes

November 2019

Age Better in Sheffield Retweeted
Sharron Hinchliff @DrSharronH · Oct 1
An insight into the fantastic work being done by @AgeBetterSheff who are working hard to help #Sheffield become an age-friendly city. From outdoor spaces, and getting back to work, to sexual rights! Fabulous #IDOP2019

Age Better in Sheffield @AgeBetterSheff · Oct 1
The theme for International Day of Older People 2019 is 'The Journey to Age Equality' and our @Shefpen has written a great blog all about how we've been working towards supporting age equality in #Sheffield. You can give it a read here





Media coverage

Liverpool Express, https://liverpoolexpress.co.uk/liverpool-commits-to-tackling-ageism/
Age Better Sheffield blog, https://www.agebettersheff.co.uk/news/news-and-blogs/international-older-peoples-day/
Local Government News, https://www.localgov.co.uk/Local-leaders-pledge-to-tackle-ageism/48248
Care Management Matters, https://www.caremanagementmatters.co.uk/local-leaders-pledge-to-tackle-ageism/
THIIS (The Homecare Industry Information Service), https://thiis.co.uk/international-day-of-older-persons-stresses-need-for-age-equality-amid-rapidly-ageing-global-population/
Government Business, https://governmentbusiness.co.uk/news/01102019/local-leaders-pledge-tackle-ageism
BBC Radio Merseyside – clip from interview with Anna Dixon (CEO, Ageing Better)
Love the age you are, <i>Candis</i> (print)
Ageing Well Torbay column, https://ageingwelltorbay.com/2019/10/02/challenging-ageism/
BBC Three Counties Radio – interview with Emma Twynning (Head of Communications, Ageing Better)
This is Wiltshire.co.uk, https://www.thisiswiltshire.co.uk/news/17949166.mayor-calls-time-ageism-community-event/
Home Care Insight, https://www.homecareinsight.co.uk/local-leaders-across-the-uk-pledge-to-tackle-ageism/
The Melksham Independent, http://melkshamnews.com/2019/10/09/mayor-pledges-to-stamp-out-outdated-attitudes-to-ageing/
Mayor calls time in ageism debate, <i>Wiltshire Times</i> (print – PDF attached)
Proving that age is just a number, <i>The Sheffield Times</i> (print – PDF attached)
Local leaders pledge to tackle ageism, <i>Care Management Matters</i> (print – PDF attached)

Flipchart Notes – Accessibility and Transport

Limitations of LINK funding, lack of LINK drivers and admin staff

Funding needed to re-introduce “Hopper” bus to Royal United Hospital

Lack of advertising of transport services at reasonable cost

More parking for Blue Badge holders needed

More toilets needed

Bus drivers need to slow down at stops in case passenger cannot see in time to request the bus to stop

Lack of bus shelter/stop at Spa Medical Centre

Zebra crossings need repainting

Lack of awareness regarding services

Shopper bus not open to paying passengers

Public transport limitations

Community bus provides service to clubs, but lack of knowledge and advertising

Flipchart Notes - Combatting Social Isolation

Issues:

Lack of confidence

No longer driving

Health issues, particularly mental health

Motivation

Need company of own age group and interest

Lack of support

Finding out who is on their own – need referrals especially if widowed

Feeling “alone” rather than “lonely”

Who to talk to in a crisis?

Scared of being ill and being alone

Need to connect retired people with skills to those with needs: a win-win situation

Don't want groups or activities, just want something simple like a meal out

Motivation is a big issue

Struggle to leave home for health reasons

Blenheim House is looking for people with IT skills to share

Giffords Court residents are organising activities and trips themselves

Get put off by being labelled “old” - but don't feel it!

Priorities for action:

1. Need for a directory of available services and professional contractors who can do small odd-jobs like change a lightbulb at subsidised cost

2. Share and raise profile of professional services available e.g from Richmond Fellowship, Carers Support Wiltshire “Make a Friend, Be a Friend”, and Local Area Co-ordination

Flipchart Notes- End of Life Care

Issues:

Stigma attached to end of life - “waiting for God”

Feelings of immobility

Feel a burden to the family

When one partner dies this can lead to a decline in health and increased isolation for the surviving partner

Media scare stories

Need to talk more about end of life and death in a humorous/creative way

End of life education needed earlier

Emotional trauma of death of loved ones

End of life information is out there but people are not signposted to it well enough eg Power of Attorney

Young people do not plan early enough for their old age

The costs of funeralcare have doubled

Lack of information on burial options, “green funerals” and costs

Some over 50s leave work due to ill health and do not have the financial means to support themselves in later life

More affordable housing for seniors is needed

Lack of signposting and knowledge of care options and affordability

People in care can end up far away from families unless they are self-funded

People are living longer, there are waiting lists for care homes

Visits of health care workers to care home residents are time restricted

Care workers are poorly trained and poorly paid

Should have the option and help to live at home

Priorities for action:

- 1. An “Age Friendly Roadshow” to provide information and financial advice to allow early end of life and estate planning**
- 2. A “Social Tax” of 40p to reduce the social care burden on local authorities - National Insurance ringfenced funds could ensure guaranteed payment for services in later life**
- 3. A national plan for care home building, properly funded, like in Switzerland and Germany**
- 4. A programme of fun and creative education as a way to discuss end of life issues without the stigma**
- 5. Grants available to adapt homes**

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Lack of awareness regarding services

Shopper bus not open to paying passengers

Public transport limitations

Community bus provides service to clubs, but lack of knowledge and advertising

Flipchart Notes - Supported Living

Need more facilities that are affordable

Need for “extra care” housing – supported living with communal facilities

Housing integrated into a community

Housing for those in between care – where you can stay with your partner or have some care available

Knowledge where the carers are in case of need

Environmental factors of heating and accessibility

Mixture of housing needed for integration eg bungalows

Need for shared facilities to decrease isolation eg gardens, washing

Flipchart Notes – Work and Financial Security

Need for flexible working to keep experience and reduce the costs of recruitment.

Work supports health and provides a sense of purpose and valued relationship

Barriers include perception of and prejudice against older workers, losing expertise, burnout, health and caring responsibilities, mental health, lack of IT skills, adaptability to change

HR and line managers should encourage a “midlife MOT” and provide incentives and opportunities to older staff to encourage them to perform better at work

State pension age for women, menopause and hidden problems, women seen as carers

Adult education in later life is a daunting process

Redundancy more difficult for those aged over 50 years – need training and apprenticeships for this age group

Digital exclusion faced in making job applications

Financial security lacking, state pension is taxable

Lack of confidence at getting back in to work

Nobody wants retirement

Support to draft Melksham’s ‘Age Friendly Action Plan’

Table 1: The Requirement / Specification

<p>The Services:</p> <ul style="list-style-type: none"> • Background: <p>Melksham is a member of the UK Network of Age-Friendly Communities and was the first, and still one of the very few, market towns signed up to a framework for making towns and cities more age-friendly.</p> <p>The Age-Friendly Melksham Steering Group (the Steering Group) has established a collaborative process with Melksham stakeholders to ensure the voices of older people are meaningfully involved in plans to make Melksham a more age-friendly town. It has held consultative meetings and has begun to plan actions across a framework of ‘domains’, including supported living; work and financial security; health and wellbeing; combatting social isolation; accessibility and transport; and end of life care.</p> <p>The goal of making Melksham a more age-friendly town will require this work to be taken to the next level through the production of a 3 year Age-Friendly Action Plan with recommendations for short, medium and long term actions and the identification of resources to ensure the future sustainability and impact of the programme.</p> <p>Key assessments will include the fitness for purpose of current management arrangements; consultation and engagement with stakeholders to build a collaborative multi-agency approach across the public, private and voluntary sectors locally; and the identification of funding opportunities to help resource this programme of work going forward.</p> <ul style="list-style-type: none"> • Objectives: <p>The Steering Group expects this project to comprise of distinct activities towards the production of a 3 year Age-Friendly Melksham Action Plan:</p> <ol style="list-style-type: none"> 1. Research and collation of all consultation outcomes to date, including relevant strategies and associated implementation plans and delivery reports, as relevant to the domains of the Age Friendly framework and the wishes of local stakeholders 	<p>Service Commencement Date: 1st April 2020</p> <p>Service End Date: 30th June 2020</p>
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2. An evaluation of current management arrangements and recommendations to achieve a collaborative multi-agency approach locally to take forward this work.
3. An investigation of the funding environment and opportunities to resource this programme of work on a sustainable basis
4. Consultation through meetings and surveys of key stakeholders to build commitment and a collaborative multi-agency approach across the public, private and voluntary sectors locally
5. The presentation of findings to the Steering Group and partners, to include a 3 year Age-Friendly Action Plan with short, medium and long term outcomes together with recommendations for next steps.

- **General Requirement:**

The Steering Group is looking for a consultant/organisation with experience in developing older people's policy and engaging with older people's stakeholder organisations.

- **Budget**

The Steering Group invites bids up to a value of £10,000.

Price:

Fixed price contract – payment schedule to be agreed after commissioning

Table 2: Procurement Timetable

Issue date:	January 2020
Deadline to submit proposal:	February
Contract award:	March
Inception meeting	April

Area Board Projects and Councillor Led Initiatives Application Form 2019/2020

To be completed by the Wiltshire Councillor leading on the project
Please ensure that you have read the Funding Criteria before completing this form
PLEASE COMPLETE ALL SECTIONS TO ENSURE THAT YOUR APPLICATION CAN BE CONSIDERED

1. Contact Details	
Area Board Name	Melksham
Your Name	Councillor Jon Hubbard
Contact number	07876 611388
e-mail	jon.hubbard@wiltshire.gov.uk
2. The project	
Project Title/Name	Support to draft Melksham's Age Friendly Action Plan
Please tell us about the project /activity you want to organise/deliver and why? <i>Important: This section is limited to 900 characters only (inclusive of spaces).</i>	<p>Melksham is a member of the UK Network of Age-Friendly Communities and was the first, and still one of the very few, market towns signed up to a framework for making towns and cities more age-friendly.</p> <p>The Age-Friendly Melksham Steering Group has established a collaborative process with Melksham stakeholders to ensure the voices of older people are meaningfully involved in plans to make Melksham a more age-friendly town. It has held consultative meetings and has begun to plan actions across a framework of 'domains', including supported living; work and financial security; health and wellbeing; combatting social isolation; accessibility and transport; and end of life care.</p> <p>The goal of making Melksham a more age-friendly town will require this work to be taken to the next level through the production of a 3 year Age-Friendly Action Plan with recommendations for short, medium and long term actions and the identification of resources to ensure the future sustainability and impact of the programme.</p> <p>Key assessments will include the fitness for purpose of current management arrangements; consultation with stakeholders to build a collaborative multi-agency approach across the public, private and voluntary sectors locally; and the identification of funding opportunities to help resource this programme of work going forward.</p> <p>A consultancy contract is to be offered to provide professional advice on next steps, with matching funding contributions being sought from local stakeholder partners.</p>
Where is this project taking place?	Across the Melksham community area
When will the project take place?	January - June 2020
What evidence is there that this project/activity needs to take place/be funded by the area board?	The Age Friendly Melksham initiative has been under discussion by the Area Board for 18 months or more. A Steering Group has been formed and consultations held. Professional support is now needed to advise on the sustainable management and resourcing of the programme going forwards.

How will the local community benefit?	The programme of work includes actions in the areas of supported living; work and financial security; health and wellbeing; combatting social isolation; accessibility and transport; and end of life care. A co-ordinated programme of work, adequately resourced and supported by a multi-agency approach across the public, private and voluntary sectors locally, will help deliver real improvements to services and people's quality of life.		
Does this project link to a current Community Issue? (if so, please give reference number as well as a brief description)	Large numbers of people are at risk of spending later life in poverty, ill-health and hardship.		
Does this project link to the Community Plan or local priorities? (if so, please provide details)	Issues affecting older people are growing priorities in our ageing community.		
Is this project supported by the Local Youth Network or Community Area Transport Group? (if it relates to young people or highways and transport)	Inter-generational working between young and old people is highly valued and supported by both parties; and projects such as dropped kerbs and crossings, which re-design the highway with older people in mind, provide important practical improvements to everyday life.		
What is the desired outcome/s of this project? To put the initiative on a sustainable footing for the future, so that Melksham can legitimately claim to be an Age Friendly Community.			
Who will be responsible for managing this project? Age-Friendly Melksham Steering Group			
3. Funding			
What will be the total cost of the project?	£ 10,000		
How much funding are you applying for? Please note that only capital funding is available	£ 3,000		
If you are expecting to receive any other funding for your project, please give details	Source of Funding	Amount Applied For	Amount Received
	Melksham Seniors Forum	£ 3,000	
	Melksham Town/ Parish Councils	£ 3,000	
	Other Sponsorship	£ 1,000	
Please give the name of the organisation and bank account name (but not the number) your grant will be paid in to. (N.B. We cannot pay money into an individual's bank account)	Wiltshire Council will be the accountable body for the contract.		
4. Declaration – I confirm that...			
<input type="checkbox"/> The information on this form is correct and that any grant received will be spent on the activities specified			
<input type="checkbox"/> Any form of licence, insurance or other approval for this project will be in place before the start of the project outlined in this application			
Name: Jon Hubbard Position in organisation: Wiltshire Councillor			Date: 8 November 2019
Please return your completed application to the appropriate Area Board Locality Team			

Community Foundation Surviving Winter Fund and Warm and Safe Briefing Note No. 19-035

Service : Public Health
Further Enquiries to: Rachel Kent
Date Prepared: 7 November 2019
Direct Line: (01380) 826321

Background

Wiltshire Community Foundation administer a Surviving Winter grant of £300 per person to help vulnerable residents pay for winter costs (<https://www.wiltshirecf.org.uk/SurvivingWinter2019>).

Warm and Safe has been a referral partner for some years, however, this year Wiltshire Community Foundation has reduced the number of referral partners to just two: Warm and Safe and Age UK. The referral partners help clients complete the application form process and compile the necessary evidence for Wiltshire Community Foundation to make their decision.

Although there are now only two official referral partners, it does not preclude any individual, relative, family friend, professional or organisation helping someone gather the relevant information required and provide it to Warm and Safe or Age UK to complete the application process.

Please could you as Members make your constituents are aware of the grant, and help identify anyone in your community who you think would benefit.

Criteria for the surviving winter fund

The grant is administered on a first-come-first-served basis and it is in two rounds this winter. Funds are limited.

- Round 1 opened 21 October and is open until 13 December 2019 (**Please note Warm and Safe have allocated all grants in this round but are adding clients to a waiting list for round 2**)
- Round 2 open 13 January to 20 March 2020

Eligibility

Means tested benefit (includes Council Tax Reduction and Housing Benefit) and ONE of the following:

1. State pension age
2. Working age and need either:
 - a. Disability Living Allowance / Personal Impendence Payment
 - b. Fuel poverty (10%)
 - c. Health condition affected by the cold (in this instance must name the condition(s) and how it affects them). This does not include mental health conditions.

To help someone apply through Warm and Safe

1. Ask the applicant to call Warm and Safe Wiltshire on 0800 038 5722 or
2. Fill in this application www.cse.org.uk/wiltshire-swg with the applicant. **Please note this application form is for advice agencies and council staff to use rather than members of the public.**
3. Upload their evidence to the web form application
 - a. **IF PENSION AGE**
 - i. **BENEFITS:** Benefit award letter or recent bank statement showing benefit payment
 - ii. Bank statement showing name, address, account number and sort code
 - b. **IF WORKING AGE**
 - i. **BENEFITS:** Benefit award letter or recent bank statement showing benefit payment
 - ii. **HEALTH CONDITION:** benefit award letter or recent bank statement showing benefit payment or prescription
 - iii. **FUEL POVERTY:** annual gas and electricity statement
 - iv. Bank statement showing name, address, account number and sort code

If successful Wiltshire Community Foundation will pay the applicant within three to four weeks.

Warm and Safe Service information

Warm and Safe Wiltshire is a single point of contact cold homes and energy saving advice service set up specifically to assist the health service in Wiltshire. The service is run by the Centre for Sustainable Energy (CSE), an independent charity, on behalf of Swindon Borough Council and Wiltshire Council.

The service provides a range of support both over the phone and through home visits. The telephone advice line is available to all residents and provides support which includes information about insulation and heating, guidance on heating systems, advice on understanding energy bills, help with ensuring a client is on the best energy deal, signing residents up to the Priority Services Register and fuel debt support.

Home visits are provided on a case-by-case basis and are especially useful where issues are challenging or difficult to discuss and support over the phone. As a guide, householders should have a vulnerability, such as an older occupant, low-income or health condition(s), to receive a home visit. These households will benefit from an advisor attending the property to assess heating and energy problems and discuss options with the householder. This includes contacting the client's energy supplier on their behalf, undertaking price comparisons to find the most affordable energy deal, carrying out fire safety checks, providing energy efficiency advice and assessing damp and mould problems.

We are doing a month-long campaign this month with the Community Pharmacy in Swindon and Wiltshire promoting the Priority Service Register.

The Priority Services Register is held by Scottish and Southern Electricity Networks (SSEN), who are responsible for maintaining the electricity infrastructure in Wiltshire. They are separate from the energy suppliers. The register is for anyone who might need extra support in the event of a power cut. It provides a direct phone number to call, advanced warning of planned interruptions, and if needed, support from the Red Cross or similar.

The 113 pharmacies will distribute a leaflet in prescription bags as well as provide leaflets and display posters in their Healthy Living Pharmacy promotion areas.

Work with discharge teams at Great Western Hospital and Salisbury Foundation Hospital

Hospital admissions for some health conditions are related to cold temperatures and increase dramatically in the winter. In cold weather there is an increase in the number of admissions for

influenza, pneumonia and Chronic Obstructive Pulmonary Disease (COPD).

In conjunction with the Centre for Sustainable Energy, Swindon Borough Council, Scottish and Southern Electricity Networks (SSEN) and Wessex Water, Warm and Safe trialled placing an energy advisor into the Great Western Hospital over the winter of 2018/19 to work with the integrated discharge team. Due to the success of the trial, Warm and Safe has an energy advisor in both Salisbury Foundation Hospital and Great Western Hospital this winter (2019/20).

Warm and Safe Wiltshire ensures that after their stay in hospital, patients return to a warm and healthy home. This improves their ability to recuperate, reduces the likelihood of re-admittance and cuts repeat visits to their GP¹. The advisors do this by ensuring patient's heating is working and the controls are set correctly, that they are claiming the benefits they are entitled to, help them clear fuel debt, sign them up for power cut advice and help them claim the Warm Home Discount. If we find that the patient's heating isn't working, we can provide funding to get it fixed as well as provide emergency temporary heating whilst they wait, enabling the nurse to prepare the patient for discharge.

Further Information

- Warm and Safe Service: <https://www.warmandsafewiltshire.org.uk/> or call Freephone 0800 038 5722.
- Wiltshire Community Foundation: <https://www.wiltshirecf.org.uk/SurvivingWinter2019>
- Priority Services Registers (Water and Electricity): <https://www.warmandsafewiltshire.org.uk/priority-support>
- Integrated Discharge Nurse from GWH talking about experience last winter: <https://www.youtube.com/watch?v=V5D9wEAY2w0&feature=youtu.be>
<https://www.cse.org.uk/news/view/2336>
- Case Studies: <https://www.warmandsafewiltshire.org.uk/how-weve-helped>
- NICE Guidance Excess winter deaths and illness and the health risks associated with cold homes: <https://www.nice.org.uk/guidance/ng6>

¹ <https://www.nice.org.uk/guidance/ng6>
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