

## Partnership for Older People in the Pewsey Area (POPP) – 24 March 2016

### Summary

Age UK Wiltshire, in partnership with Wiltshire Council, organised a 'Partnership for Older People' event at Bouverie Hall on 24 March 2016 bringing together organisations and groups supporting older people across the Pewsey community area.

The purpose of the event was to discuss issues and gaps in services and to identify priorities to take forward to deliver improved outcomes for older and vulnerable people. The question was asked whether a partnership between organisations and groups would be beneficial.

Over 40 people attended the event representing a variety of organisations and interests. Presentations were received from Olly Spence (Community Commissioner, Wiltshire Council) on 'Prevention in practice; Wellbeing and developing communities' and from Brian Deeley, Chief Executive, Age UK on 'Growing old well in Wiltshire'

Kevin Gaskin, Healthwatch Wiltshire provided a tutorial on the [Your Care Your Support](#) website and facilitated a community asset mapping exercise.

Groups were asked to discuss gaps in services and actions for the future. The main themes from the discussion focused around local transport schemes, sharing information across organisations, identifying people who need support, supporting older people to get on line, improving access to advice and information and support for carers.

The new partnership will meet 3-4 times a year and project groups will be formed to focus on the priority areas.



Working in partnership with

**Wiltshire Council**  
Where everybody matters

## Developing the partnership

Organisations and groups represented	Organisations and groups on circulation list not in attendance
Pewsey Area Board	Neighbourhood Policing Team
Alzheimers Support	Parish Councils
Community First LINK	WI
Wiltshire Council - Communities	Good Companions Alton Barnes
Pewsey Community Area Partnership	Good Companions Upavon
Upavon Parish Council	Wiltshire Community Foundation
Wiltshire Council - Commissioning	Aster
Wiltshire and Swindon Users Network	Burbage Surgery
Burbage residents	Great Bedwyn Surgery
Pewsey Parish Council	Alabare
Upavon Parish Council	U3A
Wilcot Oare and Huish parish council	Independent Age
Age UK Wiltshire	Royal British Legion
NHS Care Co-ordinator	Library
Good Neighbour co-ordinator	Upavon Surgery
Centre for Independent Living	
Carers Support	
Rotary Club Marlborough and District	
Leonard Cheshire	
Healthwatch	
Marden Parish Council	
Arts Together	
Wiltshire Sight	
Vale of Pewsey Churches	
Pewsey Patient and Participation Group	

## Background and Context

### Prevention in Practice, Olly Spence- Wiltshire Council



### Growing old well in Wiltshire, Brian Deeley, Age UK



Brian Deeley  
CEO, Age UK Wiltshire



- Wellbeing – it's everyone's priority
- Wiltshire Council objective – to bring communities together to enable them to do more for themselves (Resilient Communities)
  - Countywide Health and Wellbeing Board
  - Investment in Health and Wellbeing Centres
- Devolved funds to Area Boards to facilitate wellbeing – Health and Wellbeing groups
- The Care Act (2014) - legal duties on Authorities to consider wellbeing, deliver prevention and facilitate information and advice.
- Prevention Priorities (reduce levels of social isolation, reduce the burden of ill-health and impact on wellbeing of incontinence and urinary tract infections, prevent falls, minimise health and social harms whilst ensuring older people enjoy alcohol safely and responsibly.
- Asset Based Community Development – what are Pewsey's priorities? What's available locally to achieve this? How can statutory services help to meet these gaps?
- Looking ahead - Council /CCG to work with the voluntary sector to facilitate community based prevention services. Developing a strategic and coordinated approach to information and advice. Building links between communities and central groups (e.g. prevention board)

- Changing demographics : 11,900 people aged 85+ yrs, a 32% increase between 2001 and 2011
  - Dependency Ratio of 65.44 (England and Wales is 59.11)
  - Key Rural issues:
    - Loneliness and isolation
    - health and care.
    - Good Neighbourliness – checking on elderly neighbours
    - Transport to local activities
    - Handy Help – odd jobs
    - Support for carers & support with Dementia or Alzheimer's
    - Local volunteers to assist people to access community events
- Moving forward - Optimise the use of all community resources, address disadvantage, build social capital and community capacity, develop services that meet real needs, collaborate with partners

## Healthwatch Wiltshire - Kevin Gaskin



- Here to listen to people and speak out for people about health and social care
  - Provide local people with information
  - Signpost to relevant organisations
  - Information enables choice about health and care services
    - [www.yourcareyoursupport.org.uk](http://www.yourcareyoursupport.org.uk)
- There are 550 active entries in the directory and 150 pages of active content.
- With information people can make better choices about their own Health and Social Care.
- This supports the Better Care Plan and the new Health and Wellbeing Strategy
- Healthwatch needs your help: What are the places where you meet? What are the clubs that you go to? What are the links that you have made? Where do you go for advice and information?
- Future of the site (tailored guides e.g. Dementia / Personal Budgets / Telecare , Videos – advice and case studies from real people to bring subjects to life

## Community Asset Mapping

Attendees were asked to identify ...**activities**, **facilities**, **services**, **getting around**, **advice and information**

The results are attached at the end of the report

## Services identified covering the whole community area:

Pewsey Community Area Partnership PCAP  
Pewsey Vale Dementia Awareness Group PVDAG  
Messenger Publication  
Home support service Alzheimer's Support  
Combine Bus  
Wiltshire LINK scheme  
Befriending service Age UK Wiltshire  
Connect 2 Wiltshire Bus Service – new timetable  
Home and Community support services  
Care Co-ordinators NHS  
Dementia Advisers (Alzheimer's support)  
Pewsey Area Board  
Our Community Matters Blog  
Pewsey Noticeboard – Face Book  
Community Engagement Manager  
Health Trainer  
Neighbourhood Policing Team  
Neighbourhood watch



## Outside of the community area:

Lunch club at Jubilee centre Marlborough - community bus can collect from within Pewsey community area

## Observations

- *Asset mapping to continue - community will be asked to 'fill in the gaps'*
- *Further profiling of assets required to analyse what assets are delivering, detail / contact info*
- *Share information with Healthwatch / Active Wiltshire / Wiltshire Council database*
- *Explore community asset development - local and personal assets – neighbours/friends/family*
- *Further analysis once table completed*



## Group work

Groups were asked to identify where gaps in services exist and priorities to take forward.



Group 1	Group 2
<p><b>Gaps:</b></p> <ul style="list-style-type: none"> <li>a) GP surgeries                             <ul style="list-style-type: none"> <li>- Lack of engagement from Doctors surgeries, 'too busy'</li> <li>- No GP attendance at Area Boards / CCG send a rep occasionally</li> <li>- Accessing surgeries by phone – difficult</li> <li>- Difficult to work with Drs Surgeries on subjects such as Dementia Awareness e.g. find out the number of people diagnosed with Dementia in the community area). Surgeries don't share information readily / legal issues</li> </ul> </li> <li>b) More of an issue rather than a gap but some areas e.g. Ham /</li> </ul>	<p><b>Information</b></p> <ul style="list-style-type: none"> <li>- Healthwatch database – a useful resource for organisations to connect with different groups to offer services</li> <li>- What questions should we be asking to identify isolated people in the community</li> <li>- How do we inform / advise (Care co-ordinator / Dementia Advisor/ Befriending co-ordinator)</li> <li>- Offer IT lessons, join up digital champion and befriending role / address issue of broadband access</li> </ul> <p><b>Transport</b></p> <ul style="list-style-type: none"> <li>- Transport Audit- what is available and could be promoted</li> </ul>

<p>Shalbourne, look to Hungerford</p> <ul style="list-style-type: none"> <li>c) Too much reliance on IT for older people – can't find services on-line always</li> <li>d) Training to assist people with early onset dementia and services for people carers - Memory Café at Upavon</li> <li>e) Befriending service – increasing demand/need. Volunteers always needed and transport also needed to allow people to get to services/groups in community.</li> <li>f) Buddying system for people who have lost confidence to go to group on own. Connected with issue where pride is a barrier – people don't feel they are entitled to support. How do we break down barriers?</li> <li>g) Carer's network – club together and offer support to each other to give respite – match up carers with caring opportunities             <ul style="list-style-type: none"> <li>- Pick up what Develop used to provide. Matching volunteering skills with volunteering opportunities</li> </ul> </li> <li>h) Respite care – no Stona Care locally – care agencies cannot offer one-off support</li> </ul> <p><b>Main priorities:</b></p> <ol style="list-style-type: none"> <li>1. Transport – buddying system – giving people confidence and means to get out and about</li> <li>2. Broker relationships with GP surgeries (e.g. data on needs)             <ul style="list-style-type: none"> <li>- Practical and emotional support for carers e.g. support groups, respite</li> </ul> </li> </ol>	<p>more?</p> <ul style="list-style-type: none"> <li>- Bookable bus service – connect 2</li> <li>- Infrequent bus service, timetabling daunting – make it simple</li> <li>- LINK volunteers – who are they, is link oversubscribed?</li> <li>- Amesbury model – using fleet of local buses (i.e. schools) and developing an informal volunteer driver scheme (funding for MIDAS training) to complement the link scheme.</li> <li>- Safe access to bus stops an issue – refer to parishes and community transport group</li> </ul> <p>Clubs and venues</p> <ul style="list-style-type: none"> <li>- Need comfy chairs and a friendly environment</li> <li>- Meadowcourt</li> <li>- Old School Hall Upavon</li> <li>- Work in partnership with local pubs - affordable lunches / social setting more appealing than a hall / support good neighbour scheme and luncheon club</li> <li>- Too much reliance on Transport to access clubs and activities in larger parishes however most areas have a community hall to support a small group activity</li> </ul> <p>A partnership would be beneficial but it needs to deliver</p>
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<b>Group 3</b>	<b>Group 4</b>
<ul style="list-style-type: none"> <li>- Don't know who or where they are (vulnerable people). GPs and professionals know, they are the gatekeepers but don't refer on</li> <li>- Transport – local transport schemes to address isolation</li> <li>- Identifying and supporting carers...carers slip into carer roles</li> <li>- Information about services not joined up</li> </ul>	<ul style="list-style-type: none"> <li>- Help people develop internet skills (skype / on line food shop)</li> <li>- Identify who carers are – increase understanding of who is a carer; use different language with less jargon</li> <li>- Shortage of carers – increased travel time and costs in a rural area</li> <li>- Would like to see activities where carers and their cared for</li> </ul>

<ul style="list-style-type: none"><li>- Quarterly partnership meetings to focus in on priorities</li></ul>	<p>can go together and get respite</p> <ul style="list-style-type: none"><li>- Emergency care for carers – formal and informal</li><li>- <b>More support for carers</b></li><li>- More capacity needed for both statutorily and privately funded care – people get stuck in hospital – need more ‘help to live at home’</li><li>- <b>Less jargon – spreading information</b></li><li>- Use local Parish magazines and parish councils</li><li>- Ask local groups for volunteers to take older people to local events/meetings</li><li>- More Arts together</li><li>- <b>More information on the LINK scheme</b></li><li>- Suitable transport (Accessible transport) to stop being isolated</li><li>- Promotion of care co-ordinators</li><li>- More personal contact that provides information</li><li>- Promotion of Healthwatch</li><li>- Would a partnership be beneficial? Yes, but it must do something for older people, share and spread information and be a voice for older people - lobby</li></ul>
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## Strong themes from Group work

- Identifying existing and developing ‘new’ local transport schemes to help older people access support / activities and events
- Volunteers play a vital role – explore ways of recruiting new volunteers
- Identifying carers and providing support
- Better sharing of information and advice (not all on line)
- Support older people to get ‘on line’ – Digital champions
- Finding out who the older and vulnerable people are in the community. Better sharing of information across organisations
- Address lack of engagement of doctors surgeries



## Ideas, actions and taking the partnership forward

- Promote one another's roles within the partnership so people can connect with one another easily
- Explore potential for memory café at Upavon
- Grow partnership – get others on board, Local Neighbourhood Policing Team for example
- Build on community asset mapping and ask the community to fill in the gaps
- Include a 'spotlight on' item or guest speaker at each partnership meeting to show case the work of different organisations and projects
- Learn from other rural communities – how are they addressing challenges?
- Introduce themed meetings e.g. Dementia / Transport
- Meetings / Task Groups to align with priorities
- Explore funding opportunities
- Ensure older people are at the heart of designing and delivering new services
- Have we got the priorities right? Need to test with older people and carers
- Outline vision / partnership objectives and outcomes
- Explore funding opportunities

## Thoughts on a partnership

“Definitely up for it”

“Lots of scope to achieve more as a group”

“A partnership will be valuable but it must be a voice for older people”

“Needs to deliver something”

“Quick wins to be had from bringing everyone together”

“No more than quarterly meetings”

“Pool resources, make the resources we've got work as hard as they can”

POPP Report 26 April [Ros.Griffiths@wiltshire.gov.uk](mailto:Ros.Griffiths@wiltshire.gov.uk)

“Need to be innovative”

“Join up campaigns and initiatives for maximum impact”

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For further information on the event and how to get involved in the partnership contact:

- Ros Griffiths, Community Engagement Manager Wiltshire Council [Ros.Griffiths@wiltshire.gov.uk](mailto:Ros.Griffiths@wiltshire.gov.uk)
- Sue Sullivan, Age UK [Susan.Sullivan@ageukwiltshire.org.uk](mailto:Susan.Sullivan@ageukwiltshire.org.uk)

## Community Asset Mapping – help us fill in the gaps

Activities, facilities, services, getting around, advice and information

Parish	Activities	Facilities	Services	Getting around	Advice & Info
Stanton St Bernard		<ul style="list-style-type: none"> <li>Village Hall</li> </ul>			<a href="#">Website</a>
Alton	<ul style="list-style-type: none"> <li>Good companions</li> </ul>	<ul style="list-style-type: none"> <li>Coronation Hall</li> </ul>			
Woodborough	<ul style="list-style-type: none"> <li>Short Mat bowls</li> </ul>	<ul style="list-style-type: none"> <li>Woodborough Club</li> <li>Woodborough Garden centre</li> </ul>			
Patney					
Chirton					
Marden	<ul style="list-style-type: none"> <li>Whist and bingo nights</li> </ul>	<ul style="list-style-type: none"> <li>Village Hall</li> </ul>		<ul style="list-style-type: none"> <li>Village minibus (the combine)</li> </ul>	<a href="#">Website</a>
Wilsford					
Rushall	<ul style="list-style-type: none"> <li>Coffee morning</li> <li>Ballroom dancing</li> <li>Exercise for over 50s</li> <li>Shor Mat bowls</li> </ul>	<ul style="list-style-type: none"> <li>Village Hall</li> <li>Allotments</li> </ul>			<a href="#">Website</a>
Manningford					
North Newnton	<ul style="list-style-type: none"> <li>Coffee morning</li> <li>Whist and bingo</li> </ul>	<ul style="list-style-type: none"> <li>Hilcott village Hall</li> </ul>			

Parish	Activities	Facilities	Services	Getting around	Advice & Info
Beechingstoke					
Charlton					
Upavon	<ul style="list-style-type: none"> <li>• Good Companions</li> <li>• Community group</li> <li>• Bingo</li> <li>• Coffee mornings</li> <li>• Short Mat Bowls</li> <li>• Readers Group</li> <li>• Adult craft</li> </ul>	<ul style="list-style-type: none"> <li>• Community Group (old school)</li> <li>• 2 x Pubs</li> <li>• Hairdresser</li> <li>• Village Shop</li> <li>• Village Hall</li> </ul>	<ul style="list-style-type: none"> <li>• Surgery</li> </ul>	<ul style="list-style-type: none"> <li>• Upavon Link scheme</li> </ul>	<a href="#">Website</a>
Pewsey	<ul style="list-style-type: none"> <li>• Friendship Club Pewsey Meth Church</li> <li>• Monthly Moviola – Bouverie Hall</li> <li>• Arts Together</li> <li>• Monthly memory café</li> <li>• Bridge Club</li> <li>• U3A</li> <li>• History Talks</li> <li>• Women’s Institute</li> <li>• Community lunches monthly – Pewsey Meth hall</li> <li>• Dementia specific Arts Group Bouverie Hall</li> <li>• Weekly health walk</li> <li>• Over 50s Badminton Club</li> <li>• Heritage group</li> </ul>	<ul style="list-style-type: none"> <li>• Leisure Centre (H&amp;WC 2018)</li> <li>• Library (volunteers)</li> <li>• Heritage Centre</li> <li>• Bouverie Hall</li> <li>• Methodist Church</li> <li>• PV School</li> <li>• Post office</li> <li>• Parish office</li> <li>• Allotments</li> <li>• Surgery</li> </ul>	<ul style="list-style-type: none"> <li>• Church Lay Pastoral Assistants – in support of clergy</li> <li>• Pewsey Vale Team of Churches just beginning community ministry champions meetings to grow outwards</li> <li>• Launch of Safe Places for Pewsey in May</li> </ul>	<ul style="list-style-type: none"> <li>• Pewsey Link volunteer drivers 01672 564930</li> <li>• Devizes PHAB bus in Pewsey</li> </ul>	<ul style="list-style-type: none"> <li>• Messenger Collation and Delivery</li> </ul> <a href="#">Parish website</a>  <a href="#">Village website</a>

Parish	Activities	Facilities	Services	Getting around	Advice & Info
Wilcot					Wilcot, Oare and Huish parish <a href="#">website</a>
Huish					
Oare	<ul style="list-style-type: none"> <li>• Oare Vintage Show Rainscombe</li> <li>• Oare and district gardening club</li> </ul>	<ul style="list-style-type: none"> <li>• Village Hall</li> </ul>			<a href="#">Website</a>
Milton Lilbourne	<ul style="list-style-type: none"> <li>• Bell Ringers of Milton Lilbourne</li> <li>• Monthly 'tea party' in village hall</li> </ul>	<ul style="list-style-type: none"> <li>• Village Hall</li> </ul>			
Wootton Rivers		<ul style="list-style-type: none"> <li>• Village hall</li> </ul>			
Easton	<ul style="list-style-type: none"> <li>• Coffee morning monthly</li> <li>• Village bar weekly</li> <li>• Heritage Group bi-monthly</li> </ul>	<ul style="list-style-type: none"> <li>• Village Hall</li> </ul>			<a href="#">Website</a>
Burbage	<ul style="list-style-type: none"> <li>• Good neighbours / NPT presentation / bobby van</li> <li>• Photo society</li> <li>• Model Railway society</li> <li>• British Legion Club</li> <li>• Burbage Signing choir</li> </ul>	<ul style="list-style-type: none"> <li>• Village Hall</li> <li>• Shop</li> <li>• Surgery</li> </ul>	<ul style="list-style-type: none"> <li>• Day Centre Seymour Court</li> </ul>		<a href="#">Website</a> Parish council <a href="#">website</a> <ul style="list-style-type: none"> <li>• Newsletter</li> </ul>
Little Bedwyn	<ul style="list-style-type: none"> <li>• Little Bedwyn annual street market</li> </ul>	<ul style="list-style-type: none"> <li>• Little Bedwyn Church</li> </ul>			
Great Bedwyn	<ul style="list-style-type: none"> <li>• Bedwyn Choir</li> </ul>	<ul style="list-style-type: none"> <li>• Bedwyn Stores and Post office</li> </ul>	<ul style="list-style-type: none"> <li>• Great Bedwyn</li> </ul>	<ul style="list-style-type: none"> <li>• Bedwyn Link</li> </ul>	<a href="#">Website</a>



Parish	Activities	Facilities	Services	Getting around	Advice & Info
	<ul style="list-style-type: none"> <li>• Bedwyn Music society</li> <li>• Footpaths Group</li> <li>• Moviola</li> </ul>	<ul style="list-style-type: none"> <li>• Allotments</li> <li>• Memorial Hall</li> </ul>	<p>Surgery</p> <ul style="list-style-type: none"> <li>• Care Co-ordinator</li> <li>• Mobile Library</li> </ul>	<p>scheme</p>	<p>Parish council <a href="#">website</a></p>
<b>Grafton</b>	<ul style="list-style-type: none"> <li>• Wilton Windmill Society</li> <li>• Lunch Club</li> <li>• Horticultural Club</li> <li>• Church flowers and cleaning</li> <li>• Alzheimers Café (Alz Support)</li> <li>• Winter Warmers</li> </ul>	<ul style="list-style-type: none"> <li>• Coronation Hall</li> <li>• The Swan Inn</li> <li>• St Nicolas Church</li> <li>• Wilton Windmill</li> <li>• Crofton Beam Engine</li> </ul>	<ul style="list-style-type: none"> <li>• Community news (monthly newsletter, website and FB page)</li> </ul>	<ul style="list-style-type: none"> <li>• Bedwyn and Grafton LINK Scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Community News <a href="#">Website</a></li> </ul>
<b>Shalbourne</b>	<ul style="list-style-type: none"> <li>• Vintage show</li> <li>• Gardening club</li> <li>• Dance and fitness</li> <li>• Shalbourne recreation club</li> <li>• Theatre Club</li> <li>• Women's Institute</li> </ul>	<ul style="list-style-type: none"> <li>• Village Hall</li> <li>• Stores and post office</li> </ul>	<ul style="list-style-type: none"> <li>• Community Fund</li> </ul>		<ul style="list-style-type: none"> <li>• Shalbourne newsletter <a href="#">Website</a></li> </ul>
<b>Ham</b>	<ul style="list-style-type: none"> <li>• Nature Reserve</li> <li>• Bridge Club</li> </ul>	<ul style="list-style-type: none"> <li>• Village Hall</li> </ul>			<a href="#">Website</a>
<b>Buttermere</b>					