

Impact of Ageing Population Recommendations - **Action Plan Update June 2018**

Health and Wellbeing

Recommendation	Action Required	Lead/s	Progress to date
<p>1. Develop improved collaborative working across Epping Forest District Council (EFDC), Essex County Council (ECC) and West Essex Clinical Commissioning Group (West CCG), to provide early intervention and health improvement (preventative) activities for older people</p>	<p>Wider range of preventative activity provided across the District.</p>	<p>JChandler JChandler GWallis</p>	<p>GW member of West Essex and Essex LA's Public Health Groups. Community Services staff attend EF Neighbourhood Hubs, which include GP's and other NHS service providers</p> <p>EF Age Well stakeholder group established, meeting on a bi-monthly basis with external colleagues</p> <p>EF Health & Wellbeing Strategy 2018-28 developed and launched, in collaboration with ECC and West CCG on March 28th 2018.</p>
<p>2. EFDC (Community Services) to work with partners from the public, voluntary and private sectors to establish Dementia Friendly Communities across the whole of the Epping Forest District.</p>	<p>Establishment of Epping Forest Dementia Action Alliance. Delivery of Dementia Friends Training.</p>	<p>GWallis JWarwick</p>	<p>EFDC staff trained to deliver Dementia Friends training. Rolling training programme being undertaken across Epping Forest District for people of all ages. EF Dementia Action Alliance now well established and driving a number of local initiatives involving businesses and wider partners. Public Dementia Friends Awareness sessions being delivered in local libraries and training facilitated for wider organisations.</p> <p>DAA members are driving forward a scheme to award local businesses a one – three star rating, depending on how dementia friendly they are. As part of this work, the group have decided to do a school competition for students from years 7, 8 and 9 inviting them to design a logo that will feature on a sticker that businesses who are working to become dementia friendly will display in their shops/business windows. Logo brief:</p> <ul style="list-style-type: none"> • Eye catching • Clear to read • Related to dementia • Related to local businesses helping people with dementia
<p>3. ECC Adult Social Care and West Essex CCG to develop a formal integrated care approach to services for older people in the district.</p>	<p>Meetings to be held with ECC Social Care and CCG to consider Housing and other welfare issues</p>	<p>JChandler</p>	<p>Regular EFDC staff attendance at joint meetings with ECC and WE CCG. Specific Housing and CCG meeting held in respect of Sheltered housing concerns related to elderly people with Mental Health issues. Support and training now given to Sheltered Scheme Managers by NHS staff to enable them to deal with sheltered residents with dementia and mental health problems.</p>

<p>4. All partners to work together to encourage and support older people in maintaining good health, through regular physical activity; falls prevention; activities to reduce isolation and provision of accessible flu jabs, eye tests etc.</p>	<p>Epping Forest Health and Wellbeing Board to include this action within its' work programme, to ensure coordination of activities and prevent duplication</p>	<p>GWallis ECC Public Health</p>	<p>Age Well meetings being held on bi-monthly basis.</p> <p>Active Living programme being rolled out across key localities in the district. Promotion and further development of the programme underway in collaboration with local GP practices.</p> <p>Walking football sessions developed and receiving extremely positive feedback from participants. Further walking sports at development stage.</p> <p>Projects to address social isolation and loneliness being developed, including a pilot multi-agency initiative in Buckhurst Hill and a Community Champions Project.</p> <p>Five Strength and Balance Classes have been set up in Buckhurst Hill, Debden, Epping, Ongar and Waltham Abbey.</p>
<p>5. Partners to work together in considering the benefits of introducing health improvement programmes for people currently in middle age, in order to change behaviours and attitudes towards health and ageing;</p>	<p>EFDC to review current work programmes to identify opportunities for reallocating resources for new activity programmes.</p> <p>ECC and CCG to consider targeted work by EFDC to pilot initiatives for people in middle age.</p>	<p>GWallis JWarwick</p> <p>WE CCG ECC PH</p>	<p>Epping Forest 'Age Well' group set up, which focuses on people of middle age, Public Health funding secured to deliver initiatives.</p> <p>Be Well Action Group facilitating partnership working to address the issue of inactivity in working age adults.</p> <p>Active Living for Inactive Adults is being expanded to five locations across the Epping Forest District (Buckhurst Hill, Debden, Epping, Ongar and Waltham Abbey).</p> <p>Active Living Men's Project developed and key staff trained in behaviour change techniques.</p>
<p>6. West Essex CCG and ECC (Public Health) to consider simplifying the number of 'provider services' in order to reduce duplication and improve continuity and services;</p>	<p>CCG and ECC to consider as part of commissioning arrangements.</p>	<p>ECC Public Health</p>	<p>Integrated Care Pathway continuing to develop for people with medical conditions through Single Point of Access (SPOC) and collaborative services for health improvement and prevention, involving Community Agents, SmartLife, Healthy Living services and EFDC programmes.</p>
<p>7. West Essex CCG and EFDC to work more proactively in respect of older people leaving 're-ablement' care, to extend and sustain improvement work with individuals area through referrals to activities such as the Lifewalk's programme;</p>	<p>EFDC and CCG Lead to meet to discuss opportunities for piloting new re-ablement projects</p> <p>Video Clips of EFDC Lifewalks and other sessions to be added to Live Well Website</p>	<p>JChandler WECCG</p> <p>JWarwick</p>	<p>Meetings taken place and EFDC delivering range of new activity projects including 'Active Living'.</p> <p>Four Stay Well This Winter Events will take place throughout November 2018.</p> <p>Video showcasing activities on offer to the community will be shown on screens in waiting rooms at GP practices</p>
<p>8. EFDC to establish the number of</p>	<p>EFDC to identify required data and</p>	<p>WECCG</p>	<p>This information has not been identified as yet.</p>

older, vulnerable people living in the district who do not have children.	provide support via the Neighbourhood Hubs		
9. EFDC to work with local Parish and Town Councils to build community resilience amongst the older population and share models of best practice, including encouraging older people to be actively involved in volunteering where possible	Production of an action plan setting out key steps to deliver Community Resilience initiatives across the district, including liaison with Town and Parish councils. Volunteering plan to be developed	GWallis EFRS VAEF	Community Champions Project initiated, which will involve Town and Parish Councils in the identification of local services, groups and gaps in provision, and, local Community Connectors to help reduce isolation for people of all ages.

Living in the Epping Forest District

1. EFDC to proactively adapt its housing stock to be fit for the ageing population, to address fuel poverty, mobility issues and extra care support;	This to be addressed as part of Local Plan and Housing Officer working group	RRay	Substantial work continues to be undertaken to adapt Council properties for disabled tenants and those with mobility difficulties.
2. EFDC to consider redeveloping older and unpopular sheltered accommodation to provide sheltered housing with two bedrooms, to encourage older tenants to move out of 3 bedroom properties (for occupation by families) and provide space for visitors to stay;	This to be addressed as part of Local Plan and Housing Officer working group.	RWilson	An officer project team has been established, led by the Director of Communities, to consider the rationalisation of the Council's sheltered housing assets and to set a minimum "Sheltered Housing Standard". Both the Council's Communities Select Committee and Cabinet have considered and approved an Initial Scoping Report for the Project, and have agreed the approach to be taken for the next stage. On the recommendation of the Select Committee, the Cabinet has also approved a "Sheltered Housing Standard" for the Council's sheltered housing schemes.
3. EFDC to consider expanding services provided by its sheltered scheme managers and further promote Careline to people living in their own homes (whether Council or owner-occupied), to enable them to remain there	This to be addressed as part of Local Plan and Housing Officer working group	RWilson ECC	The Call Handling and Response element of the Council's Careline Service was outsourced to Tunstall Telecom in November 2017, following a competitive EU-compliant procurement exercise. Officers are currently restructuring the staffing structure for the Older People's Housing Team to ensure that it is appropriate for the future, following the outsourcing of Careline's call handling. Once this has been completed, in due course, a review of the services provided by Scheme Managers will be undertaken.
4. EFDC to ensure that its sheltered	This to be addressed as part of the	RWilson	On the recommendation of the Communities Select Committee, the

accommodation is brought up to a modern standard, including providing Wi-Fi in sheltered accommodation, to assist and encourage older people in using online services;	Sheltered Housing Review. EFDC to seek use of ECC hardware for training older people in use of mobile technology	GWallis ECC	Cabinet has approved a "Sheltered Housing Standard" for the Council's sheltered housing schemes, to ensure that they remain fit for purpose for the future. Pilot digital inclusion training has been delivered via 'We Are Digital' in Limes Farm and Waltham Abbey, including at a sheltered housing scheme. Wi Fi installation across schemes has proved to be cost prohibitive and therefore, residents are being supported to secure their own Wifi arrangements.
5. West Essex CCG, ECC (Social Care) and EFDC (Planning) to ensure that nursing and residential homes capacity is adequate for the needs of local residents;	Planning for new residential care homes accommodation to be considered as part of Local Plan.	Local Plan	The requirements to ensure that nursing and residential homes' capacity are adequate for the needs of local residents has been addressed in the Council's Local Plan Submission Version, that is due to be submitted to the Planning Inspectorate in May/June 2018 for an Examination in Public, expected to be towards the end of 2018.
6. EFDC to work with local Parish and Town Councils to identify older people with care and support needs who may need support with waste collections and other services;	CHWB to link with local GP's via Neighbourhood Hub meetings and to identify any vulnerable people (all ages) to be added to the assisted waste collection service.	GWallis	This work will now be included within the Community Champions project.
7. EFDC to consider the use of microchips within bins for people who receive assisted bin collections.	This to be investigated by Neighbourhoods, as to whether viable, or another option available.	KDurrani	Deemed as unnecessary, as bin collectors already record occasions when assisted bin collections have not been taken up. KD and JCh to meet to discuss sharing of this information with local GP's / Social Care.
8. ECC, EFDC and West Essex CCG to consider transport issues within the district and identify opportunities to improve accessibility and mobility for older people who do not have their own transport;	Working group to be set up comprising ECC, CCG and EFDC reps., to identify existing transport services and where these can be enhanced.	GWallis	Grant Aid awarded to local groups including; Loughton Voluntary Care and Epping & Ongar Villages Voluntary Care to support transport for older residents
9. ECC (Social Care), EFDC and West Essex CCG to work more collaboratively on the provision of disabled adaptations, in order to reduce duplication, cost and timescales;	EFDC Private Housing team (in liaison with Housing Services) to link into Neighbourhood Hub groups in the District to work collaboratively with Social Care and CCG on this re. DFG	RRay WECCG	EFDC staff linked into NHS /ECC Neighbourhood Hub meetings. However, reductions in government funding for DFGs would restrict EFDC work on adapting homes – although the levels of funding remain the same at present
10. EFDC to identify opportunities for	Meeting to be set up with ECFRS.	GWallis	West Essex Hoarding Working Group set up and led by

increased collaborative working to identify vulnerable people and address hoarding issues.;			Safeguarding team. EFDC Hoarding work being led by Rachel Smith, Housing Officer. Pilot social isolation project delivered in Buckhurst Hill in partnership with ECFRS.
11. ECC to increase the amount of Independent living (extra-care) accommodation in the district, to reduce reliance on residential accommodation.	This to be considered as part of the Local Plan and any new developments proposed in the district	Local Plan / ECC	Outline planning permission has been granted for a development of a 60-home independent living scheme by Essex County Council at Hillhouse, Waltham Abbey. ECC's provider is currently being appointed; the next stage will be for the selected provider to seek detailed planning permission. The approach to the provision of independent living schemes in the District has been addressed by the Council's Local Plan Submission Version, that is due to be submitted to the Planning Inspectorate in May/June 2018 for an Examination in Public, expected to be towards the end of 2018.
12. EFDC/West Essex CCG to work in collaboration to support the delivery of the Neighbourhood Model of integrated health and care support	Communities Directorate to lead on involvement in Neighbourhood Hubs and allocate representatives to attend the four hubs in EFD	JChandler RRay	EFDC staff from Community Services and Private Sector Housing now attending Neighbourhood Hub meetings across the district.

Communication and Engagement

1. EFDC to consider the varying communication needs of the ageing population in regard to Council services as part of its Transformation programme around Customer Services and its Strategic Accommodation Review;	This to be addressed via the Customer Contact Project Group as part of Transformation	DBailey OShaw	An annual survey now to be undertaken, to find out how customers across different age groups are accessing services (and what are they accessing) to build a clear picture of need, to be included as part of any business case to change any provision of service (e.g. maintaining certain channels for different services based on access requirements).
2. All partners to make better use of town, parish and community magazines / local radio, in order to communicate messages to isolated older people and those living in rural areas of the district and seek their inclusion in consultation;	EFDC to identify Community Leaders in each Parish and Town within the Epping Forest District, to assist with dissemination of information and assist in ongoing consultation; To be undertaken as part of Community Services Outreach work	JChandler GWallis VAEF	Regular use of Town and Parish magazines to promote projects, events and initiatives for older residents. Community Champions to be identified and recruited across each parish area.

<p>3. Multi-agency events such as 'Winter Warmer' and 'Senior Safety' days, on an annual basis;</p>	<p>Community Services to lead on these initiatives, in conjunction with EF H&WB Board, CCG and Public Health</p>	<p>G Wallis JWarwick CCG ECC PH</p>	<p>Full programme of multi-agency Stay Well This Winter and Stay Safe community events in place for 2018-19.</p>
<p>4. EFDC to establish an online consultation platform for older people, to enable them to have an ongoing dialogue with the Council;</p>	<p>This to be built on to existing online website platform.</p>	<p>O Shaw T Carne S Mitchell</p>	<p>The Council is at an early stage in the new design for corporate website and this will be considered in more detail over summer of 2018.</p>
<p>5. EFDC, ECC and West Essex CCG to establish a network of older people to champion 'Resilience' across the district and to share best practice;</p>	<p>EFDC to liaise with CCG and local GP's to identify potential volunteers</p>	<p>GWallis</p>	<p>This action has been replaced by H&WB 9. Above.</p>
<p>6. West Essex CCG and GP's to consider introducing more online booking systems;</p>	<p>EFDC to liaise with CCG and Local GP's. J Chandler to present to EFD GP's forum.</p>	<p>JChandler</p>	<p>Presentation given to local GP's. Many GP's now offering this service.</p>
<p>7. All agencies to consider the use of social media to promote key services and activities and to communicate key messages</p>	<p>EFDC to lead on this through PR and Customer Services. Community Services to promote this via Neighbourhood Hubs</p>	<p>T Carne O Shaw G Wallis</p>	<p>Proactive use of social media for promotional purposes is ongoing through Community Services. The Council's Contact Centre actively promoting concessions where relevant, for waste services.</p>