

Report of: Director of Adults and Health

Report to: Executive Board

Date: 17th October 2018

Subject: Making Leeds the Best City to grow old in– Progress report on **Age Friendly** Leeds including our partnership with the Centre for Ageing Better

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of main issues

It is to be celebrated that Leeds has an ageing population, where people are living longer. Older people bring many assets to the City, however the ageing population can also bring challenges for individuals, communities and services. This is particularly true for older people living in the most deprived communities in Leeds. Building on these strengths and addressing these challenges, highlights the central importance of creating a city where everyone can age well. This report provides an update on work in Leeds around **Making Leeds the Best City to Grow Old In** and on the partnership work to support this, through the Memorandum of Understanding signed by the Council, Leeds Older People's Forum (LOPF) and the national Centre for Ageing Better. The work supports the Leeds Health and Wellbeing Strategy ambition for 'Leeds to be an Age Friendly City where people age well' and the MoU demonstrates the significant profile this work now has nationally and locally. A detailed annual report for the project is attached to this report (Appendix A).

Recommendations

Executive Board is asked to:

- Note and celebrate the impact of the age friendly programme of work as part of the International Day of Older People (1st October), detailed in the 'Making Leeds the Best City to Grow Old in' Annual Report.

- Note and celebrate the contribution that the partnership with the Centre for Ageing Better has already brought to the delivery of plans for Making Leeds the Best City to Grow Old In.
- Consider key priorities for how this partnership could develop further in the future.
- Note the discussions on the key priorities for how this partnership could develop further in the future.
- Note that suggested priorities for the partnership and agreed timescales will be discussed by the Director of Adults and Health, Director of Public Health, Directors at the Centre for Ageing Better and Leeds Older People's Forum at the formal review of the partnership in November. The agreed priorities will be implemented by the authors of this report.

1. Purpose of this report

- 1.1 To demonstrate the impact of the 'Making Leeds the Best City to Grow Old' project as one strand of work to achieve the priority of Leeds being an age friendly city where people age well.
- 1.2 To provide a progress update on our partnership jointly with Leeds Older People's Forum, with the national independent charitable foundation – the Centre for Ageing Better and its contribution to the Making Leeds the Best City to Grow Old In project plan.
- 1.3 To celebrate work around 'Making Leeds the Best City to Grow Old in' and the partnership with the Centre for Ageing Better as part of the International Day of Older People (1st October).

2. Background information

- 2.1 There are almost 122,000 people in Leeds aged 65 and over. By 2032 this is predicted to increase to 156,000, representing a 32.5% rise from 2014. The number of over 65 year olds in Leeds is growing faster than those under 65.
- 2.2 The over 85s population is projected to almost double between 2014 and 2037 from 15.4 to 30.3 thousand people. There is an increase in the prevalence of long term conditions and multiple long term conditions with increasing age, impacting on a person's independence and ability to live a fulfilling life, as well as their use of health and care services.
- 2.3 The Health and Well Being Strategy (2016-21) has a clear vision that Leeds will be a healthy and caring city for all ages, with priority 2 stating that "Leeds will be an Age Friendly City where people age well". To achieve this aim there are many work streams taking place across all partners. A key programme of action to achieve this is the Council's 'Making Leeds the Best City to Grow Old in' project. This takes a citizenship approach, applying to the entire population, focusing on the strengths of individuals and the assets in our communities and uses the framework from the World Health Organisation to address the key wider determinants of health and wellbeing (e.g. housing, transport, social participation, outdoor spaces etc.).

- 2.4 The second annual report for this project details actions and is attached as appendix A. This reports an update on progress, following the Executive Board Report 'Making Leeds the Best City to Grow Old in Annual Report' on 8th February 2017.
- 2.5 To move further and faster on some specific priorities Leeds City Council and Leeds Older People's Forum secured a partnership with the Centre for Ageing Better in October 2017. The Centre for Ageing Better is an independent charitable foundation with a vision of society in which everyone enjoys a good later life. Ageing Better's work is informed by evidence which includes research, lived experience and the views of practitioners. They are funded by an endowment from the Big Lottery and are part of the national 'What Works' network.
- 2.6 Leeds City Council, Leeds Older People's Forum and the Centre for Ageing Better signed a five year partnership agreement in October 2017. The Memorandum of Understanding (MoU) states that the partnership will apply, implement and roll out evidence-based approaches to specific local ageing issues as well as identifying opportunities for innovation and new delivery models within new and existing structures and services.
- 2.7 The Centre for Ageing Better's partnership with Leeds is one of two partnerships nationally, the other being with Greater Manchester. The Centre for Ageing Better also manages the UK Network of Age Friendly Communities.
- 2.8 The MoU detailed an initial three key areas of work – Transport, Housing and Community Contributions for the partnership to develop.
- 2.9 The International Day of Older People (1st October) provides an opportunity to celebrate work around 'Making Leeds the Best City to Grow Old in' and the partnership with the Centre for Ageing Better.

3. Main issues

3.1 Why is it important?

- 3.1.1 Ensuring Leeds is an age friendly city was identified as a priority area by older people in Leeds.
- 3.1.2 Inequalities in health are a key issue for older people with ill health and social impacts affecting the poorest in the city disproportionately.
- 3.1.3 There are almost 122,000 people in Leeds aged 65 and over. By 2032 this is predicted to increase to 156,000, representing a 32.5% rise from 2014. The number of over 65 year olds in Leeds is growing faster than those under 65.

3.2 Our approach

- 3.2.1 The approach to Making Leeds the Best City to Grow Old in is a citizenship approach, applying to the entire population. The World Health Organisation domains for Age Friendly cities provide a framework for this programme of work. The annual report (Appendix A) provides an update on actions that contribute to the following domains:
- Outdoor spaces and buildings
 - Transport

- Housing
 - Civic Participation and Employment
 - Social Participation
 - Respect and Social Inclusion
 - Communication and Information
 - Community Support and Health Services
- 3.2.2 The strategic direction for the project is led by a project board chaired by the Executive Member for Health, Wellbeing and Adults and includes chief officers from across the council and representatives from Leeds Older People’s Forum and the Centre for Ageing Better. Key officer leads have been identified for each of the Age Friendly domains and quarterly updates are provided on progress to the Project Board. The action plan was initially developed in 2015, and a review of the plan is currently underway.
- 3.2.3 Wider partnership working takes place through the Age Friendly Leeds Partnership which has good representation from across the Council and partners (including older people, the third sector and universities).
- 3.2.4 Leeds also actively engages with partner cities in the UK through our membership of the UK Age Friendly Communities Network and across Europe through the Urban Ageing Network, part of Eurocities. Leeds is also a member of the World Health Organisation’s network of age friendly cities.
- 3.2.5 The recently published Age UK report – ‘All the Lonely People: Loneliness in Later Life’ supports the broad approach being taken forward with in the Making Leeds the Best City to grow old in, stating that ‘Tackling loneliness is about building communities with the social and physical infrastructure that can help build resilience; ensuring widespread awareness of and access to organisations, activities and support; creating neighbourhoods that are welcoming and feel safe; enabling people to identify, work with and develop tailored support for lonely individuals’.

Age UK report (2018) – ‘All the Lonely People: Loneliness in Later Life’
<https://www.ageuk.org.uk/latest-press/articles/2018/october/all-the-lonely-people-report/>

3.3 Centre for Ageing Better Partnership

- 3.3.1 The partnership with the Centre for Ageing Better has been in place for one year, with a Partnership Manager employed by Ageing Better being hosted by the council. This section provides an update on the work delivered through this partnership, with a focus on the initial three priority areas supported by the Centre for Ageing Better (community transport, community contributions and housing). It will also provide an overview of the additional support delivered through the Centre for Ageing Better and potential areas for support over the next year.

3.4 Community Transport

3.4.1 Older people in Leeds have told us that they find travelling between communities difficult which can result in social isolation and missed medical appointments. A task and finish steering group was established as a sub-group of the Making Leeds the Best City to Grow Old In project board to tackle the issue; chaired initially by Cllr Wakefield, and now by Cllr Groves, (in their capacity as chair of WYCA transport committee).

- The Centre for Ageing Better commissioned transport consultants, STC, to carry out a capacity analysis of community transport provision within Leeds; to assess any capacity within the system; to suggest solutions to access any under-utilisation of vehicles and to co-ordinate any demand integration to meet the unmet demand for transport amongst older people.
- STC worked with the range of community transport providers, including local third sector such as Health for All, Leeds Alternative Travel, Holbeck Elderly Aid; Leeds Passenger Transport; Access Bus and non-emergency passenger transport.
- In producing the outline business case, STC conducted further consultation with older people to test their ideas.
- STC produced an outline business case for capital funding from Leeds Public Transport Improvement Programme to develop and pilot a brokerage solution in Leeds 10 and 11, named the 'Door to Door Transport Hub'. It will start with a trial in one small area in Beeston. This will then develop into a larger pilot area across Leeds 10 and 11 to test one point of contact (call centre / web portal) for trip requests, allowing different providers (LCC passenger transport, WYCA (access bus), Non-Emergency Passenger Transport and third sector transport providers) to make use of one another's vehicles' downtime, in order to cover currently unserved or underserved routes.
- The outline business case (OBC) was submitted to the Leeds Passenger Transport Improvement Programme at the West Yorkshire Combined Authority in July. Funding was approved to release £339,000 from the Connecting Communities element of the programme to establish a Project Management Office (PMO) to develop the OBC to Full Business Case (FBC). The next stage to take the OBC to FBC will take place from October 2018 to June 2019, with a small trial starting in Beeston during this period.

3.5 Community Contribution

3.5.1 We want more people in later life to be able to participate and contribute their skills, knowledge and experience in their communities.

- Good quality voluntary contributions in later life is good for our wellbeing, our social connections and positively impacts our mental health (self-esteem,

confidence & purpose). But we know that the poorest in later life are three times less likely than the richest and those in poor health are five times less likely than those in excellent health to volunteer.

- The Centre for Ageing Better employed OPM Group consultants to do a community research piece in four areas nationally to explore the motivations, barriers and enablers, with a focussing on those underrepresented. One of those areas was the Holbeck and Beeston ward in Leeds.
- OPM recruited seven community researchers from Bangladeshi, Indian and Pakistani backgrounds. In turn they interviewed a total of 24 individuals.
- The key findings in Leeds show high levels of neighbourliness and that informal support networks exist. The motivators identified were faith, feelings of sympathy and reciprocity. Enablers being faith based venues and organisations; moments of transitions which prompt a change and trust and familiarity. There was a desire for inter-faith opportunities to mix. Barriers were identified as health related; language; structural (transport and lack of neutral space) and unease or mistrust about the wider community.
- Early findings were shared in June with key stakeholders including local ward members. Plans are now being developed as to how the Centre for Ageing Better will work with colleagues from across sectors on how the findings used and to identify routes to action. To date this includes employing an Asset Based Community Development worker who will work with communities to enable them to identify their skills, knowledge and experience and support them to contribute these to their communities; sharing findings with Leeds Volunteer Managers Network and third sector colleagues are starting to develop projects where older people can share skills and which prompt acts of neighbourliness.

3.6 Housing

- 3.6.1 Leeds Older Peoples Forum, supported by Care and Repair (England and Leeds) have been progressing work on this issue for a number of years. Following a workshop hosted by Cllr Charlwood and Cllr Coupar with older people the 'Me and My Home' action plan was developed, which now sits as one theme within both the Leeds Housing Strategy and the Making Leeds the Best City to Grow Old In Action Plan. The "Me and My Home" Steering Group oversees this action plan. This group is led by Housing and jointly chaired with the Public Health Older People's Team, with representation in addition to housing, from Adults and Health, Public Health, Planning, Centre for Ageing Better, Care & Repair England and Leeds Older Peoples Forum. The Group's terms of reference were reviewed at their meeting in August 2018.
- 3.6.2 One of the four key issues within the 'Me and My Home' action plan is the need for information and advice on housing options for people in later life. The Centre for Ageing Better has commissioned a consultant to undertake a piece of research to identify what housing options information and advice for older people is already

available in the city. They are holding a number of workshops during September with a range of older people from different areas, tenures, ages, ethnicities and socio-economic backgrounds to understand what information and advice they want and need; when and how they want to get it and what they need to act upon it. The consultant will then look at best practice to recommend what may be needed to fill any gap identified in the findings. Early findings will be available at the end of November 2018 and recommendations generated by the 'Me and My Home' group will be reported to the Making Leeds the Best City to Grow Old In Board. A Strategic Housing Board has also been recently established, which will oversee a review of the Housing Strategy. The research commissioned by the Centre for Ageing Better and priorities in the 'Me and My Home' plan will also be used to inform a themed workshop on older people's housing issues that will take place as part of the review of the Housing Strategy.

3.7 Additional support delivered through the Centre for Ageing Better

- Neighbourhood Network Evaluation – The Centre identified an opportunity for providing support to the council in relation to the evaluation of the impact of the Neighbourhood Networks within Leeds. This would support the development of an evidence base that can be used at a local and national level, also enabling other parts of the country to learn from Leeds, given the interest there is in Neighbourhood Networks. The Centre for Ageing Better have commissioned an independent researcher to scope out potential options for this evaluation. The scoping report will be completed by November 2018 with the aim of commissioning an evaluator by January 2019.
- The Centre for Ageing Better have delivered presentations (for example on inequalities and poverty, and employment in later life) relating to a number of the themes of the Making Leeds the Best City to Grow Old In project. These have encompassed national data, evidence and best practice. This has supported the Project Board and its partners to take an evidence based approach to review whether projects and plans are aligned to best practice around what makes a better later life.
- The Centre for Ageing Better provided Leeds City Council with a review of the evidence for home independence, which informed the Health Needs Assessment used for the commissioning of the soon to be launched 'Home Independence and Warmth Service' (covering home adaptations and warm homes programmes).

3.8 Areas for further support over the next year

- 3.8.1 In addition to delivering the initial identified priorities there is scope for the Centre for Ageing Better to provide further support to Leeds in delivering the Making Leeds the Best City to Grow Old In project. As part of the review of the project plan with the themed leads, Leeds City Council, the Centre for Ageing Better and Leeds Older People's Forum will formally agree the areas / projects where Centre for Ageing Better can add most value in terms of local priorities, and where they connect with the Centre for Ageing Better's new strategic priority goals:

- a) Connected communities: more people in later life are living in connected communities.
- b) Fulfilling Work: more people over age 50 are in fulfilling work.
- c) Safe and Accessible Homes: people in later life live in homes that maintain their independence.
- d) Healthy Ageing - more people reach later life in good health and disability free.

3.9 Age Friendly Charter

- 3.9.1 The latest Age Friendly Leeds charter was developed by Leeds Older People's Forum, on behalf of the Age Friendly Leeds Partnership through consulting with older people as part of the Time to Shine Age Friendly work. . A steering group of older people formed in January 2017 to help move the Charter forward. The group meets monthly to identify priorities and develop strategies for bringing those priorities to life.
- 3.9.2 The Charter aims to make the City Age Friendly in practical ways, which support older people feeling safe to leave their home and therefore reducing social isolation. To date 29 organisations have signed up to the Charter including many of the neighbourhood networks, Leeds Museums and Galleries, Care and Repair, and North Leeds Medical Practice. A key focus for the Time to Shine Age Friendly work by Leeds Older People's Forum this year is the 'Come in and Rest' campaign which encourages local businesses to offer a seat for older people needing a rest, which they advertise through a sticker in the window. To date 150 organisations and businesses have signed up. The Time to Shine Age Friendly campaign has meant that leisure opportunities and activities around the city are more accessible to older people, such as canal trips and Pride. Again encouraging people to be active, involved and connected.

4. Corporate Considerations

4.1 Consultation, and engagement

- 4.1.1 Building on the consultation detailed in the report to the Executive Board on 8th February 2017, on-going consultation has taken place on the Project action plan. These include:
- June 2017 – A workshop with older people to explore older persons housing requirements to feed into the Strategic Housing Market Assessment and complement the household survey and stakeholder consultation.
 - June/July 2017 – A series of workshops with older people to identify the different challenges and aspirations around travel for people in later life in Leeds to inform the scoping of new community transport and volunteer driver options.
 - August 2018 – meetings have taken place between Leeds Older People's Forum and representatives from Leeds City Council's Planning Department focusing on the plans for accessible homes following the Selective Review (housing) of the Leeds Core Strategy.

4.1.2 Initial discussions between the three partners: Leeds City Council, Leeds Older People's Forum and Centre for Ageing Better identified the priority areas for early collaboration. Each of these priority areas has encompassed engagement and consultation with citizens and stakeholders:

- **Community transport:**

- With support from Leeds Older People's Forum we held three community insight workshops with older people to understand and add definition to the problems they have with transport.
- Neighbourhood Networks providing community transport were consulted on the capacity they had in the transport they provided. Further consultation has been conducted with providers on the outcomes the project is trying to achieve.
- A prototype workshop was held with local older people, including older people whose first language isn't English, to understand what they thought about transport in their community and proposals for an integrated hub.

- **Community Contribution:**

- Researchers recruited 7 peer community researchers with Sikh, Indian and Pakistani backgrounds. These researchers then interviewed a total of 24 people in later life in their locality.
- A consultation was held with local providers (public, third and funding sectors) to 'sense check' the findings, whether they would be expected and what recommendations they point towards.

- **Housing:**

- Research has been commissioned to identify what older people need in relation to housing advice and information in later life. Focus groups will be held with people in different locations in the city, with people who are 50+, across tenures.

4.2 Equality and diversity / cohesion and integration

4.2.1 Inequalities in health are a key issue for older people with ill health and social impacts affecting the poorest in the city disproportionately. Work delivered through the MOU with the Centre for Ageing Better and as part of our Making Leeds the Best City to Grow Old In project to create an age friendly city will contribute to addressing inequalities experienced by older people. An Equality, Diversity, Cohesion and Integration Screening Assessment has been conducted (Appendix B).

4.3 'Council policies and Best Council Plan'

4.3.1 The Making Leeds the Best City to Grow Old In project supports the Best Council Plan 2018/19 – 2020/21 outcomes and priorities, notably the priorities around Health and Wellbeing, Inclusive Growth, Housing and Safe, Strong Communities. Furthermore, it directly delivers plans that will contribute to the Health and Wellbeing Strategy priority for 'Leeds to be an Age Friendly City where people age well'.

4.4 Resources and value for money

4.4.1 The Making Leeds the Best City to Grow Old In project was initiated to make best use of existing resources by working innovatively as a team for Leeds.

4.4.2 Officers working on the project are part of Public Health, within the Adults and Health Directorate of LCC. Costs for events are kept to a minimum through support from partners. The Making Leeds the Best City to Grow Old In project is led by the Chief Officer from Public Health. The Ageing Well Officer has day to day responsibility for developing the project, and is line managed by the Public Health Service Manager for Older People. The Ageing Well Officer provides the main resource for the project; with other officers covering key areas as part of their roles.

4.4.3 Lead officers have been identified from other parts of the council including Parks and Countryside, Planning, Highways, Housing, Communications, ICT, Employment & Skills and Communities & Environment to support the implementation of the project. We are taking a citizen and asset based approach, working with partners to deliver projects. Key to the delivery of the project is older people themselves and the organisations that represent them.

4.4.4 The Centre for Ageing Better employs a Project and Partnership Manager who is based in Leeds. The Council provide a laptop, phone and office base. Leeds Older People's Forum also offer an office base and support engagement with older people.

4.4.5 The Centre for Ageing Better has commissioned consultants to work in Leeds to provide suggested solutions to ongoing problems for older people and their use of transport. £339,000 has been secured from West Yorkshire Combined Authority to establish a PMO and a bid will be developed for capital funding for £1.2 million (minus £339K already approved) to the Leeds Passenger Transport Improvement Programme. There will be revenue implications for the initial pilot, which will still need to be determined when working from outline business case to full business case. However any additional cost will enable unmet demand with the aim of reducing social isolation and attendance at medical appointments and improvement in health. As the project develops the possibility of an integrated transport unit could lead to efficiencies.

4.4.6 The Centre for Ageing Better have commissioned a number of pieces of work drawing in additional funding to enhance the Age Friendly agenda in Leeds. This includes: commission of the housing advice and information research, scoping the neighbourhood networks evaluation and conducting research on community contributions.

4.5 Legal Implications, access to information and call In

4.5.1 There are no specific legal implications associated with the issues identified in this report. The report is subject to call in.

4.6 Risk management

4.6.1 The scope of this programme of work is enormous, and has ambitions to engage with all sectors through a citizenship approach. The issues we are tackling are complex and we need to be mindful of inequalities and the more vulnerable older people living in the city. For this programme to succeed it is essential that we have sustained buy in from across the council, and from external partners.

4.6.2 A key challenge for this project is creating a strong joint narrative to promote the aims of this project positively both within the council and to external partners and the general public in a climate of cuts to services.

4.6.3 The outline business case produced for the community transport programme has a whole section on risk allocation and transfer. The consultants, STC, have suggested an outcomes based procurement process to give all partners an influence in how the pilot develops. This is to mitigate any organisational barriers to partnership working.

5. Conclusions

5.1 The Making Leeds the Best city to Grow Old in project takes forward a long history of work with older people in Leeds and aims for Leeds to be a city where ageing is seen as a positive experience that brings new changes and opportunities and older people have access to the services and resources they require to enable them to live healthy and fulfilling lives.

5.2 Signing the MoU with the Centre for Ageing Better has brought additional resource, support and innovation to enable Leeds City Council and Leeds Older People's Forum to take forward key areas of work.

6. Recommendations

6.1 Executive Board are asked to:

- Note and celebrate the impact of the age friendly programme of work as part of the International Day of Older People (1st October), detailed in the 'Making Leeds the Best City to Grow Old in' Annual Report.
- Note and celebrate the contribution that the partnership with the Centre for Ageing Better has already brought to the delivery of plans for Making Leeds the Best City to Grow Old In.
- Consider key priorities for how this partnership could develop further in the future.
- Note the discussions on the key priorities for how this partnership could develop further in the future.
- Note that suggested priorities for the partnership and agreed timescales will be discussed by the Director of Adults and Health, Director of Public Health, Directors at

the Centre for Ageing Better and Leeds Older People's Forum at the formal review of the partnership in November. The agreed priorities will be implemented by the authors of this report.

7. Background documents¹

None.

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.