

# Wellbeing for life Newcastle



How can we make Newcastle an  
age-friendly city?

**Monday 24<sup>th</sup> October 2011**

**1.00 – 4.30 pm**

**Gosforth Civic Hall  
Newcastle upon Tyne**

## Why are we here?

Today is an opportunity to learn what we can do together to make Newcastle an age-friendly city.

- What changes do we need to make to ensure that we make the most of our lives as we age?
- How can we make sure that Newcastle is a great place to grow old and be old?
- How can we make sure that a healthy later life is enjoyed equally by everyone in the city?

Our work together will happen through conversations. All ideas are of value. Everyone has important information and expertise to contribute, both as individuals thinking about our own lives as we age and in our roles within organisations in the city.

Key points from our conversations will be recorded and will be used to inform future work in Newcastle.

There are postcards on your table, inviting you to put down your thoughts on what would make Newcastle an age friendly city. Complete as many postcards as you wish during the course of the session and leave them on your table.

Make this session a success for you and others by:

- Connecting
- Being pro-active
- Taking notice
- Continually learning
- Giving

## The flow of today

The event today will be facilitated by:

**Barbara Douglas**, Older People's Strategic Board Co-ordinator  
**Helen Wilding**, Wellbeing and Health Partnership Co-ordinator

They will introduce the different parts of the programme and this workbook provides reference materials and activity summaries.

The event will flow as follows:

- Welcome – **Colin Williams**, Chair, Older People's Strategic Board and **Mary Nicholls**, Vice-Chair.
- Introductions and thinking about what matters
- Finding out about older people in Newcastle
- What can we do to make a difference?
- Understanding the bigger picture
- Considering our readiness to deliver
- Changing what you do
- Next Steps
- Close

## Self-Organising Groups

During this event, you will need to manage your own time, discussions, ideas and reports. It helps if one person takes responsibility for each of the following roles:

- **Timekeeper**  
Keep the group aware of time.
- **Discussion leader**  
Make sure that each person who wants to speak is heard within the time available. Keep the group on track to finish on time.
- **Reporter**  
Write up the group's ideas, using the speaker's words. If the idea is long, ask the person to re-state briefly.

**1.15 pm – 1.35 pm**

## **Introductions and thinking about what makes an age-friendly city**

We are not starting today with a blank sheet. We are building on a considerable amount of work which has been done over many years, both here in Newcastle, but in other places too especially through our involvement in international programmes such as the WHO Healthy Cities and age-friendly city programmes.

We have drawn this information into six key themes which have been developed from our conversations with older people and build on the existing older people's strategy *Everyone's Tomorrow*. They are:

- Planning ahead and managing changes – 'information, advice and guidance' and 'getting on-line';
- Enjoying age-friendly places and neighbourhoods – transport, shopping facilities, community facilities, parks;
- Enjoying work and community life – feeling valued, staying connected, contributing, learning and enjoying safe neighbourhoods;
- Enjoying a healthy standard of living – income, benefits and managing expenditure;
- Living well at home;
- Looking after my health and my health and social care needs.

Introduce yourself to others on your table. In addition to your name and where you come from, indicate with a red dot the theme(s) which are most important to you personally, and with a green dot the theme(s) which you spend most of your time on.

**1.35 – 2.00 pm**

## **Finding out about older people in Newcastle**

We have provided data which tells a story about people in Newcastle, the changing patterns in the population, how long people live and where they live. We have also provided data linked to the six themes which starts to tell a story about the quality of people's lives and how they feel about the city.

Browse the data and discuss it with others. What surprises you? What resonates with you? Make a note of the facts that interest and surprise you.

We have always recognised that older people are not a single homogeneous group. By the time we reach later life, we come with an accumulation of positive and negative experiences, which affect our wellbeing. As a result, there is a great variation amongst older people, especially when you bear in mind that the age group spans 50-100+. In our local work, we have found it helpful to think about the different needs and contributions in terms of:

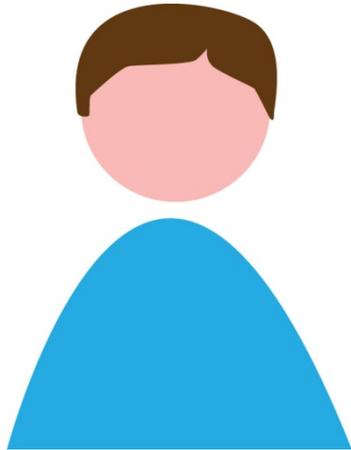
- preparing for an active later life
- active later life
- dependent later life
- vulnerable later life.

Individual variation means that these 'stages' are not necessarily sequential and cannot be associated with specific age bands.

To help us with our thinking, we have created 'characters' for each of the 'stages'. For those of you who are interested, the characters have been based on types drawn from Mosaic Public Sector (a consumer classification system).

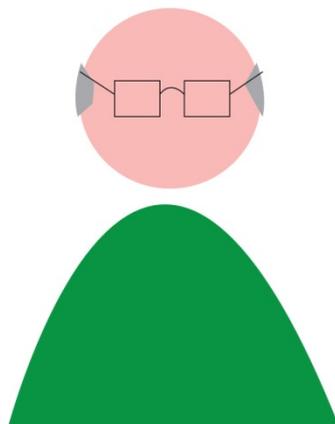
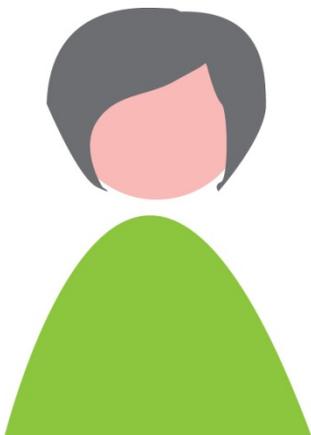
Our characters are:

**Jack** is in his mid 50s. He lives with his partner in a 2 bed terraced house, for which he is still paying off the mortgage. Jack has recently been made redundant from his job in a local authority where he worked for 30 years. He wants and needs to continue working, but is wondering



what his options might be. Jack would like to be more active in the local community but is not sure how much time he will have to do this. He knows he should do more physical activity and take up other interests, but has not done anything about it. Jack is spending time helping his mother, who is still living in the family home, but after a couple of mini-strokes is struggling to manage. However, she doesn't want to consider moving and Jack is having to co-ordinate the support she needs.

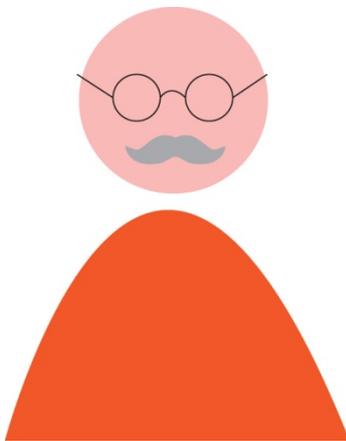
**Susan** lives on a 1970s estate in a 3 bedroom family house which she owns with her husband, Geoff. They are both retired teachers and are in reasonable health. They try to keep fit and active by eating a good diet and taking exercise – mainly walking and looking after the garden. They both pursue their interests – Susan is particularly interested in keeping up with the latest in technology and enjoys sharing her knowledge with others at an IT drop in at the local library. They have reasonable pensions but have to keep an eye on their finances as their modest investments are not doing well. They have a car, but make good use of public transport, especially their Senior Railcards which they use to visit



their daughter in York. They are often called on for grandparenting duty! Their neighbourhood is safe and pleasant and they have passing contact with their neighbours. Their local district centre, which has a supermarket, library and leisure centre is not easy to

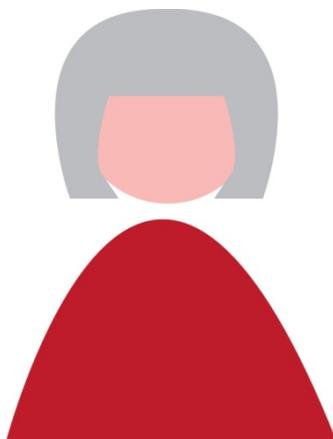
get to by public transport so they use the car. Susan's mother, who lives alone, is showing early signs of dementia, so needs a lot of help from Susan and Geoff.

**Fred** is a retired bus driver. He is a widower. His wife of 40 years died 2 years ago after a short illness, during which Fred cared for her. They had no children. He lives in a 2 bed semi-detached house which he bought under 'right to buy'. It has a good sized garden which is his pride and joy. Fred's mobility is poor so he walks with a stick. He also has high blood pressure for which he takes medication. He is finding it



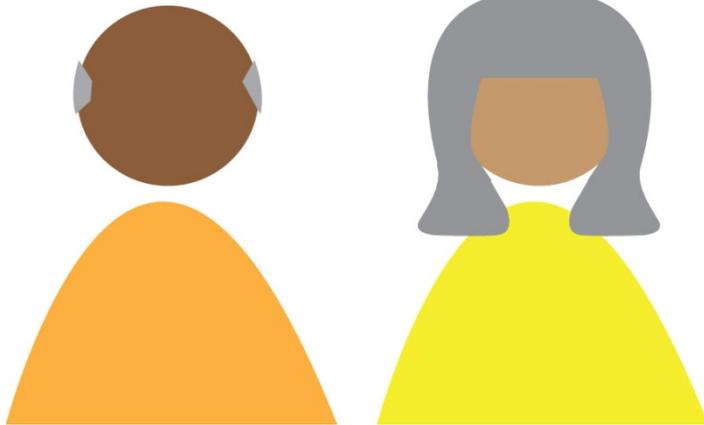
increasingly hard to manage around the house (especially the stairs and the bath) and to maintain the house and garden himself. Fred and his wife did everything together, so he feels quite lonely at times. He meets his friends at the club once a week. Fred lives near the local district centre where he is able to get essential shopping. His wife did most of the cooking, so he buys lots of ready meals. Fred has a mobile phone, but he doesn't access the internet.

**Mary** has been a widow for 10 years. She has been living in a 1 bed flat in sheltered accommodation for the last 3 years. Mary is on a low income - she gets the basic state pension and pension credit. Mary has



had a couple of falls recently, and is quite unsteady on her feet so she is worried about going out on her own. Mary's daughter lives in London and comes to see her 4 times a year. She also keeps in touch by phone, but this is becoming increasingly difficult as Mary's hearing is deteriorating. Mary occasionally joins in the activities provided in the sheltered accommodation. Mary is a fantastic knitter and would love to share her skills with others.

**Shabnam** has lived in the UK for 40 years. She lives with her husband who has health problems and needs constant care and support. They live in a bungalow which they own. Their family do not live locally and can only provide limited support. Shabnam's husband has always managed their financial affairs and she doesn't know where to start now



that he is unable to keep up with it all. They both have regular medical appointments, but don't always understand the letters, so are grateful for the help and support they get from a local voluntary organisation. They have very little social contact with other people.

**2.00pm – 3.00 pm**

**What can we do to make a difference?**

Your group will now be asked to focus on **one** of the themes.

At an event on 12<sup>th</sup> October, older people did a similar exercise and identified what people can do for themselves and what help they might need. The figures with older people's views are on the wall. Take the time to look at older people's views to help inform your discussion.

Taking each of the characters in turn, discuss:

**On the outside of the figure write:**

What is currently being provided by services and projects? Write this up in **green**.

What is in the pipeline and is being developed in order to change and improve what we do in the future? Write this up in **red**.

**On the inside of the figure write:**

What can older people do for themselves? Write this in **black**.

**3.00 – 3.30 pm**

### **Understanding the bigger picture**

Nominate one person to stay on your table to share the key points of your discussion with other participants.

The remaining members of the group now have an opportunity to find out about what other participants have been considering. Go to a table which has been considering a different theme from the one you discussed. **To enable you to look around the other 5 themes, you only have 5 minutes at each table.**

**3.30pm – 4.00pm**

### **Considering our readiness to deliver**

We have discussed our themes from the different perspectives of ageing and considered ‘what’ we need to do. We are now going to consider how well prepared we are to bring about the changes and developments we need.

Local Government Improvement and Development’s Ageing Well programme has produced ten questions to ask ourselves if we are scrutinising how well prepared we are for the ageing society.

The questions are outlined on the next page.

Discuss these questions and together consider where you think we are.

Collectively agree on a score of 1 to 10 for each of the factors – with 1 being “Poor – we have little in place at the moment” and 10 being “Excellent – we just have to maintain this position.” Note your agreed scores on the radar diagram provided.

Once you have agreed a score for each of the factors, circle the two that you all agree we need to make **most** progress on in the next 18 months.

Ten questions to ask if you are scrutinising local preparation for the ageing society.

- Do partners in Newcastle have a comprehensive strategic framework for older people?
- Are older people involved in all aspects of the work of partners, including strategic planning, quality monitoring and, where relevant, service delivery?
- Are partners working jointly to achieve efficiency savings and cost-effective services?
- Do partners have a comprehensive approach to tackling age discrimination and inequality and promoting positive images of older people?
- Do partners provide joined-up, accessible, comprehensive information to enable people to plan for later life and retirement and to be able to access specialist support if needed?
- Are the health needs of older people embedded in health promotion and healthy living activities?
- Do partners provide comprehensive support to enable older people to access education, training and employment?
- Can partners demonstrate that the needs of older people are taken into account when developing homes and neighbourhoods?
- To what extent will partners retain a comprehensive range of preventative, low level and enablement support to help older people maintain independence and reduce costly interventions down the line?
- Do the council's plans for transforming adult social care meet the needs of older people?

**4.00 pm – 4.10pm**  
**Changing what you do**

This is your time for personal reflection on how what you have discussed today might change what you do. You may want to discuss what you are thinking with others on your table – and perhaps get some ideas from them.

Considering all that you have been part of today:

- What are the things you need to start doing?
- What are you doing now that works and should continue?
- What are you currently doing that you can or should stop?

Start ...	Stop ...	Continue ...

**4.10pm – 4.20pm**

**Next Steps:**

The work from today will help to inform our thinking about what we all need to do to make Newcastle an age-friendly city.

The next steps are:

On 9<sup>th</sup> November 2011, Newcastle City Council is hosting a *Thinkabout* Policy Cabinet which provides an opportunity for cabinet members to consider issues relating to an age-friendly city and to hear a range of different views on the topic.

Newcastle City Council is working with its partners to develop a single policy process called the Newcastle Future Needs Assessment. The work we are doing today will inform this work.

We also hope that through your conversations today you will have made new connections and taken away ideas for changes and improvements that you can make within your own organisation.

**4.20 pm**

**Close** - Cllr Ann Schofield, Deputy Cabinet Member for Adult Care Services, Newcastle City Council.

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**For further information about *let's talk Newcastle*:**

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