Bolton
HEALTH AND CARE PARTNERSHIP
Building a brighter future with you in mind

Developing an Age Friendly Strategy

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Introduction

As part of delivering the Ageing Well element of Bolton's Vision 2030 we have committed to produce the borough's first Age-Friendly Strategy through a process of engagement and co-design with residents who are aged 50 and over. This project was an opportunity to contribute to and inform the evolution of the strategy and its priorities.

Age friendly communities benefit people of all ages. Secure neighbourhoods are safe for children, young people, women and older adults. Accessible environments and transport benefit disabled people and parents with babies and young children. Families experience less worry and stress when their older adults have the services and support they need.

The Transformation Fund enables health and care partners in Bolton to trial new and innovative ways of working and to implement best practice to deliver transformational change in the way services are delivered.

We needed to listen to people to understand what is important to them about the places they live, work, enjoy their leisure and use services as they grow older.

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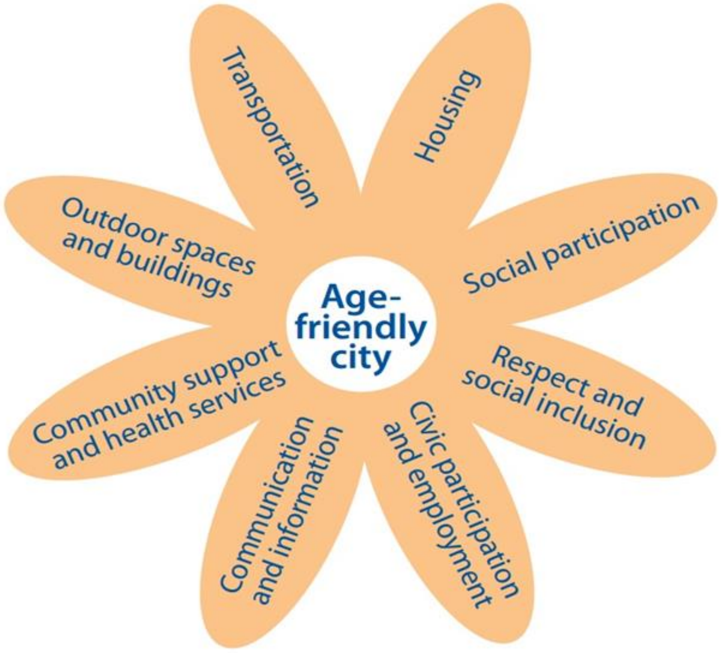
Transportation
Housing
Outdoor spaces and buildings
Social participation
Age-friendly city
Community support and health services
Respect and social inclusion
Communication and information
Civic participation and employment

The Strategy was built around the World Health Organisation's (WHO's) Age-friendly domains and partners have produced a framework to focus conversations around priorities under each domain or "petal theme".

Source: Global Age-friendly Cities: A Guide (World Health Organisation 2007)

SUMMARY OF FINDINGS

The remainder of this report looks, in detail, at the responses from all the groups with specific reference to the eight domains as stated in the Introduction.
The responses for each domain have also been further broken down into sub domains and these results were weighted in order of what was most discussed at the group sessions. These results can be viewed in the FINDINGS section of this report.

Some issues raised crossed into multiple domains and they are discussed below.

FUNDING / RESOURCES

It is, perhaps, unsurprising that a lack of funding and resources was raised by all groups involved in this project. It was sometimes mentioned as a barrier to providing services and also sometimes mentioned in respect of a good existing service needing extra funding to enable the service to be expanded.
Specific mention was made here regarding the voluntary sector and that services provided by community/voluntary groups were appreciated and should be given the funding/resources to expand.

SOCIALISING and ACTIVITIES

Across all domains, those who took part in this project valued being able to socialise and take part in activities whether they be educational or leisure activities.
Feeling part of a community is important as well, whether this is being involved in a community group, having good neighbours/ family connections or volunteering/working in the community they live.
It was also generally felt that there should be more intergenerational social activities where all age groups can mix.

Equality

Equality was mainly mentioned in respect to elderly people being valued and respected by organisations and the younger generation. They sometimes felt that if they wanted to continue working, all they were offered were voluntary roles or shop roles which, although essential and useful, didn’t necessarily utilise their skills and experience. They felt that they should be assessed as an individual, on merit, rather than as an elderly person.
Another group, said that although they feel safe and respected within their own community, they had, on occasion felt discriminated against when they tried to integrate with people from different ethnic backgrounds.

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Summary of Findings

INFORMATION / PUBLICITY

Comments here were split between how much information was available and how the information available was distributed.

The groups that took part felt that once someone was involved in group activities, socialising and the voluntary sector community groups, activities and events were well advertised and available. They did, however feel that if you were not involved in any groups it would be difficult to find out how to get involved.

Information is available about voluntary groups but more publicity is required to say where this information is.

There is, for example, a directory of voluntary organisations and clubs in the central library but this resource doesn't seem to be well known unless you attend the library.

There were also comments regarding how the information is distributed.

There was around a 50/50 split between people saying that Information Technology (such as email and social media) should be used more and an opposing view that Information Technology is used too much and that leaflets, community boards and community centres should be utilised more.

A suggestion of more training being made available for people who were not confident in the use of social media was also put forward.

VOLUNTEER GROUPS / AGENCIES

Volunteer groups including social clubs, are valued and are an essential part of peoples' ability to socialise and as previously stated, being able to socialise is very important to those who took apart. In this report volunteer groups are run by and attended by people who are not paid as staff.

The word Agency is used in respect of groups that are either provided by Bolton Council (Bolton at Home via contract) or that work closely with Bolton Council and have some funding from them (Bolton CVS). It can also include groups that have paid staff to facilitate activities such as Bolton Carers Support.

People who took part in this were generally pleased with what was available and provided, but wanted more resources given to them to enable them to be expanded.

NEIGHBOURS / COMMUNITY

As already stated people really did appreciate having good neighbours who they could talk too and help each other.

Being and feeling part of a community is good for peoples' mental wellbeing.

Having specific housing schemes for the elderly was appreciated by some as it created a community where others felt it was exclusionary and they wanted to be part of a mixed age group community.

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Methodology

To enable the aims in the Introduction, funding was made available in the form of grants to allow local community groups to engage with their members and members of the public in general.

Bolton Age UK and Bolton CVS worked together to plan a standard format of engagement for events and sought expressions of interest from Bolton based voluntary and community sector organisations.

They were particularly interested in hearing from groups that covered the following 9 districts of Bolton:

- Breightmet and Little Lever
- Central and Great Lever
- Chorley Roads
- Farnworth and Kearsley
- Halliwell and Crompton
- Horwich and Blackrod
- Rumworth
- Turton
- Westhoughton

As well as the geographic areas covered in the above list, expressions of interest were sought from specific groups of identity in Bolton.
Successful organisations received a grant of up to £1000 to cover any costs incurred in holding the proposed events.

The proposal document and applications were sent out to all contacts that Bolton Age UK and Bolton CVS have.

In total, 5 Groups were successful and took part in the project.
Bolton CVS also hosted a group themselves in the town centre.

Groups were asked to organise events to ask people what their thoughts were around the 8 areas of interest as shown in the petal diagram:

- Housing
- Social Participation
- Respect and Social Inclusion
- Civil Participation and Employment
- Communication and Information
- Community Support and Health Services
- Outdoor spaces and Buildings
- Transportation

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Methodology cont’d……

Within each of these 8 areas of interest listed, the groups were asked to concentrate their discussions around the following three questions:

- What is currently working well to make an age friendly community?
- What more needs to be done to make an age friendly community?
- Any barriers to achieving these suggestions? (Investment/resources/estates etc.).

To assist the groups, some of which had not conducted commissioned work before, Bolton CVS held an event for any successful groups to give them advice and training in how to carry out this piece of work.
A report template was also provided by Bolton CVS (a copy of which can be seen in Appendix 1). This template asked that groups record basic information such as:

- Date/s of engagement
- Number of people attending
- How their session/s was promoted
- How their session was delivered
- A summary of findings for the session
- The actual data for each area of interest (split into the three questions).

When the groups carried out their sessions, some recorded individual comments, some split attendees into smaller groups and recorded their thoughts and some spoke to their group as a whole and wrote a summary of their thoughts as one comment.

In the following report, each area of interest is examined individually with reference to the three questions: (One page per question)

- What is currently working well to make an age friendly community?
- What more needs to be done to make an age friendly community?
- Any barriers to achieving these suggestions? (Investment/ resources/ estates etc.).

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Who took part?

A breakdown of the groups who took part and the total number of attendees is shown in the chart below:

Group	Number attended
Bolton Hindus Age Inspiration (BHAI)	56
Bolton CVS	45
Bolton Carers Support	36
WAVE Adventure	45
Think Cre8tive Group CIC	115
Blackrod Sports and Community Centre	200
TOTAL ATTENDEES	**497**

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In total, over 850 individual/group comments were gathered and analysed for this project and subsequent report.

Prior to the above groups carrying out their sessions in November and December of 2019, a trial/development session was held on the 31st July 2019. The group that took part in this was called the **'PEOPLE's PLATFORM'.**
In this session, the group were asked similar questions to the final project and the final format of the project was agreed based on the discussions held and a subsequent meeting.
This session, at the early planning stage, was essential to the final format of the project as a whole and the input from the People's Platform was invaluable.
It is also of note that the findings of the People's Platform mirrored the findings of the groups who took part in the final project.

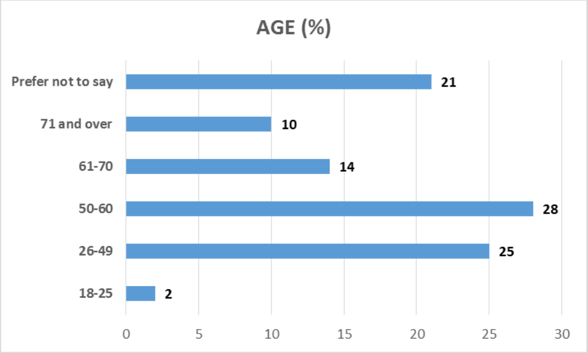
In the following report, the views of all the groups have been collated together and analysed as a whole to give an overview of the project in its entirety.

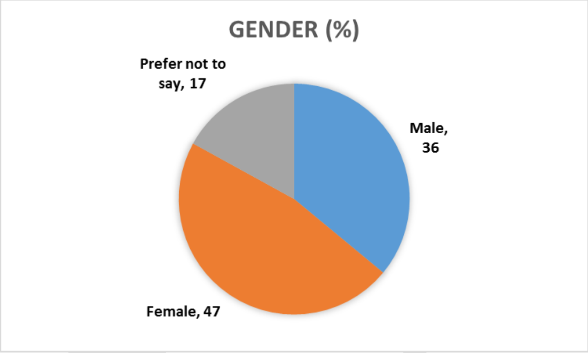
Some groups provided their own summary of findings specific to their session/s. These individual summaries, where provided, can be viewed in appendix 2.
They give a perspective from the group's point of view as the group facilitator could actually summarise how the group reacted on the day.
This report may differ from the findings of these summaries in some respects as this report is produced **based solely** on the recorded comments rather than written and verbal discussions.

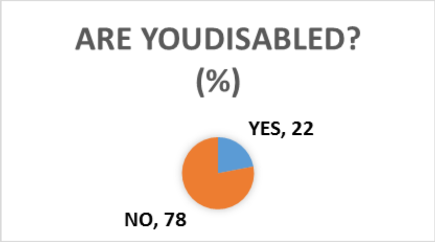
Who took part?

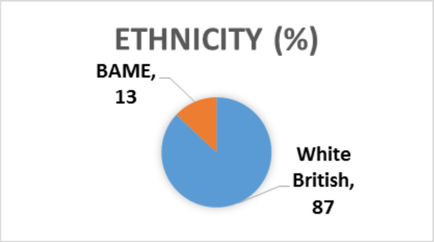
DEMOGRAPHIC BREAKDOWN

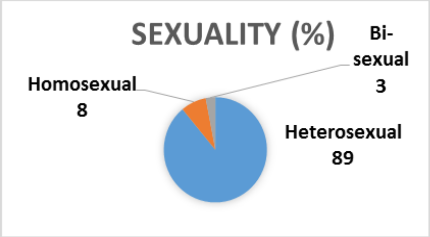
154 Demographic feedback forms were completed by respondents.
Of those who completed the forms, the breakdown is as follows:











Limitations

Due to the fact demographic information was collected anonymously and all group information was gathered together it is not possible to analyse this information with regard to a specific demographic or with respect to a specific geographical area of Bolton.

Disclaimer

Please note that this report relates to findings observed and contributed by members of the public in relation to the specific project as set out in the methodology section of the report.

This report is not a representative portrayal of the experiences of all service users and staff, only an analysis of what was contributed by members of the public, service users, patients and staff within the project context as described.

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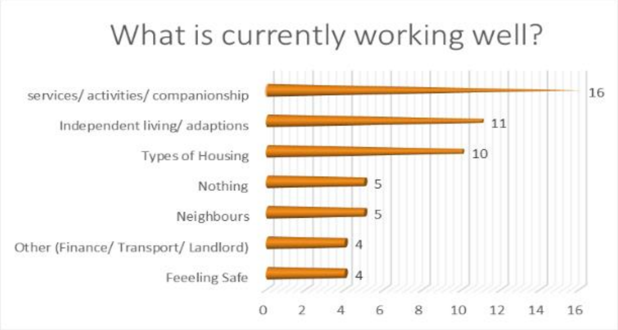
FINDINGS

Housing



The comments gained from the sessions were gathered into the general themes shown and are explained in more detail below.

Services/ Activities/ Companionship
People commented that they appreciated and needed social Interaction, especially opportunities to mix with all age groups. They liked community centres and their local library as they gave further opportunity to have social interaction and ability to take part in activities (gardening was specifically mentioned).

“Get the older generation involved with the younger ones. It creates good foundations for relationships”

Independent Living/ Adaptations
Participants appreciated the services Bolton at Home provide, Especially around home adaptations. They also mentioned visiting Services and Community Navigators.

Bolton has an independent living service that provides adaptions to help people stay independent for longer

Types of Housing
In general people were happy with the availability of housing and preferred housing that encouraged integration.
Some however were not and thought sheltered housing schemes were outdated and did not help prevent social isolation.

Integrated housing, not isolated single age group areas

Neighbours
Having good neighbours who were friendly and supportive was mentioned a number of times.

Feeling Safe
People thought feeling safe was essential and appreciated Neighbourhood watch.
Their own house also gave them a sense of security.

Other
Specifically mentioned here was a bus service that was reliable, the money advice service and the fact there are some good landlords in Bolton.

“has a money advice service that can help older people with issues such as fuel poverty in winter times”

Nothing
There were a number of comments stating they didn’t feel anything was working.

Nothing- if you’re up Breightmet they just leave you to rot

Not much. Too many private landlords ruining the future for people so they can have a nice big pension pot

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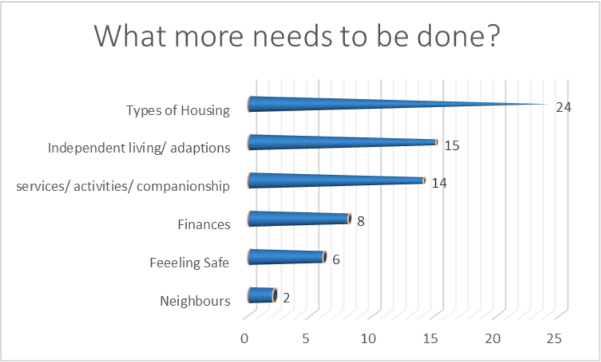
Housing



Types of Housing

In general people thought there needed to be more age friendly housing available. People thought that the current housing stock needed adapting to allow older people to live in them more independently.

They also thought that more age friendly housing was needed as there seemed to be a shortage.

As well as making the housing physically more suitable people still wanted more integration.

Purpose built older/disabled friendly homes require building

Mixed age/family, instead of retirement areas, where elderly people are isolated

Independent Living/ adaptions

As well as the suggestions made above regarding improving and adapting housing stock, people also wanted improvements in local infrastructure, such as pavements, lighting, rails outside shops, crossings, etc.

Street lighting and uneven pavements do not help the elderly.

Local improvements could be made to improve the local infrastructure and safety, for example pavements fit for purpose and safely improvement in crossing roads.

Services/ Activities/ Companionship

People feel that there needs to be more community centres or facilities to allow older people to meet or mix with younger generations.

It was felt by one group that more social workers were needed to facilitate the social gatherings.

More community centre. Drop in centres.

Finances

People thought that help was needed for low income households and more investment was required to build better housing and improve community facilities. Suggestions included reduced rates and the return of the handyman service.

Feeling Safe

Whilst in general people felt safe, some suggested increased security and policing were required.

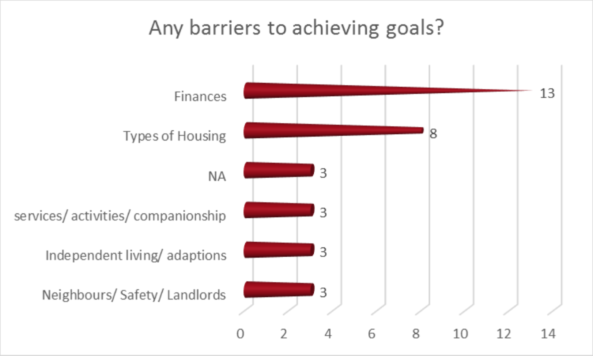
The run-down nature of their surroundings which can be isolating/cause them to disengage with and even feel unsafe in their local community

Neighbours

Again people appreciated having good neighbours and the feeling of being part of a community.

Making local areas more friendly neighbourhoods

Housing



Funding, we used to have some of the above services but funding for these programmes has been cut (handy man service)

Finances

People thought that cuts to funding and services were a barrier to providing good housing.
They called for more investment in resources and an increase in social housing. Some just felt more money was required.

Types of Housing

A number of comments stated that there was not enough housing specifically suited to the older generation. Suggestions included more bungalows and better adapted housing/ ground floor flats.

Not enough housing for elderly people

Services/ Activities/ Companionship

Comments here centred around having enough facilities to meet socially and a lack of information available about services that are available.

Social services have an agency for repair and handy person jobs – the information needs to be shared with communities so we can promote this service

Independent Living Adaptations

As well as some of the comments already shown, one suggestion thought that bureaucracy was a barrier to creating more suitable housing.

Independent living accommodation, rules and regulations

Neighbours/ Safety/ Landlords.

People thought there was a lack of police resources and also a lack of people wanting to get involved in communities.
Getting private and public landlords involved in a priority housing scheme was also seen as a possible barrier to providing better housing.

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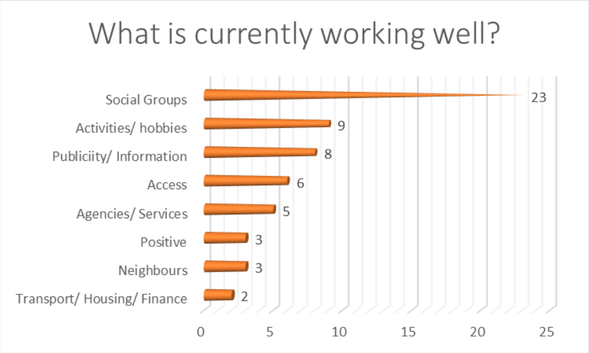
Social Participation



Community groups making a positive impact on people's health.

Social Groups
As with the housing section, people from all groups generally feel that social gatherings and community groups work well in their community. Some, however, feel that the groups only work for those involved and the groups should be more widely advertised.
Groups specifically mentioned were BHAI, Bolton Carers Support, St. Luke's Community Centre and St. John Fisher.

Activities/Hobbies
People enjoy taking part in activities as they are a way of learning new skills and socialising at the same time. Specifically mentioned were art & crafts, cooking, knitting, and memory groups.

Arts and craft sessions – knitting for local hospitals and charity

Publicity/ Information
Some feel that courses were well-advertised but others feel that more advertising could be done.

Some local voluntary groups working in the locality but only meeting the needs of those who actively research and attend local activity groups.

Access
As stated above, people feel that there are activities and social gatherings available and they are good but maybe could be publicised a little more to get more involved.

Agencies/ Services
UCAN Centres along with agencies and voluntary groups mentioned above were particularly appreciated.

UCAN is great at telling us where services are and what's going on

Other
Some people were generally just happy with all services provided whilst an equal number of people thought nothing was working or that finances were limited. These were not really things that are currently working well and will be discussed further in the following pages.

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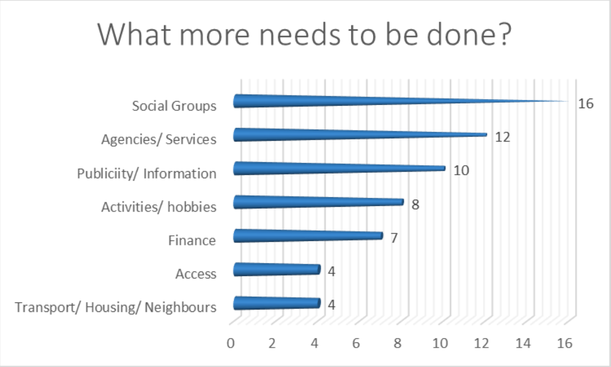
Social Participation



More social events for community to get together and mix with no age limits

Social Groups
A recurring comment within this theme is to encourage more diversity in the age range of existing social groups and activities. People wanted all age groups to get involved, not just the elderly.

Agencies/ Services
A need for outside/ Council agencies was identified. People feel that their groups needed more support, from befriending to outreach workers to NHS staff visiting. Groups also felt that more volunteers are needed and that those volunteers should get more recognition.

Flexible working hours for paid staff in community so they can offer the support we need

Publicity/ Information
There were a number of requests that publicity of groups and services should be increased. This would assist obtaining more volunteers and also help people find groups they would like to join and take part in social activities.

Finance
Just about all groups asked for more funding to help provide more activities. There was also a suggestion to increase investment in link workers.

Invest in link workers who can connect people to community activities

Access

There was a mention of better access to carers breaks.
Also, there was more than one mention of better physical accessibility. Unfortunately, no specific building or geographical area was mentioned. This could be investigated further.

Better disabled access

Transport/ Housing/ Neighbours
There was one mention of more housing for those who wish to downsize.
People again feel that neighbours should help each other and communicate more.

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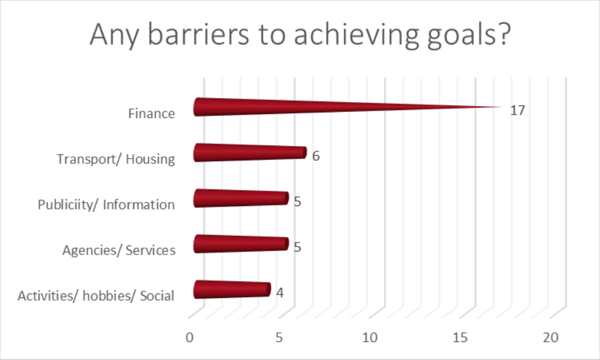
Social Participation



Most groups were aware that financial cutbacks had impacted their access to activities by reducing staff, volunteers, and activity availability/provision

Finance
Every group involved on this project stated that more funding/ resources were needed to improve activities and social participation.
Some even thought that availability of social participation had reduced as a direct result of funding cuts. It is clear most thought limited finances/resources were a major barrier to providing good services.

Transport/ Housing
There was a mention that old housing stock and infrastructure hindered people's ability to take part in social activities. This is also linked to transport where infrastructure has not been updated.

Transport is an issue to and from activities

Publicity/ Information
The following comment adequately describes the issue around publicity:

> **"Lack of publicity about what is available"**

Agencies/ Services
Again, people thought local government agencies and bureaucracy were a barrier to providing social participation opportunities.

Local government

Activities/ hobbies/ social groups
Some people thought that actually "getting people to mix and talk to each other" was a problem and encouraging others to get involved in activities was also difficult in some cases.

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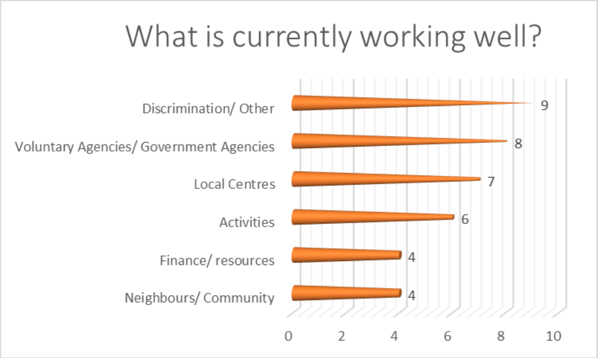
Respect and Social Inclusion



Residents living in BAME communities felt respected and connected within their neighbourhood, however they do at times experience discrimination from wider areas across Bolton, in particular, away from their local neighbourhood.

Discrimination/ Other
People generally felt that others were respectful and helpful to each other but that a small number of people were discriminatory. OTHER comments included that the area was clean and a few people were unsure as to what was working. Others felt that NOTHING was working although these were small in number.

Voluntary / Government Agencies
Some feel that voluntary groups and some local government departments are working well. Specifically mentioned were; social workers, meals on wheels, neighbourhood watch, Bolton Carers Support, Age UK, Saga, Silverline and Age Concern.

The CVS and the Ambition for Ageing initiative made a great different to those in independent living settings.

Local Centres
There were a number of people across all groups that thought local centres to meet and socialise were important and appreciated. They also found their own groups essential.

Having community centres and activities

Church cafes, lunches, social groups

Activities
As well as having places to meet and socialise people also enjoyed varied activities such as coffee/tea mornings, short courses, cooking together, learning each other's skills and carers association outings.

Finances/ Investment
Although this section is to discuss what is working, people though more resources and finance was needed.

Investment is the key.

Neighbourhoods/ Community
People who commented in this area thought that their neighbours and local community were supportive and that this was very much appreciated.

People are very friendly and welcoming

Everyone looks after each other and keeps an eye on neighbours within our neighbourhood.

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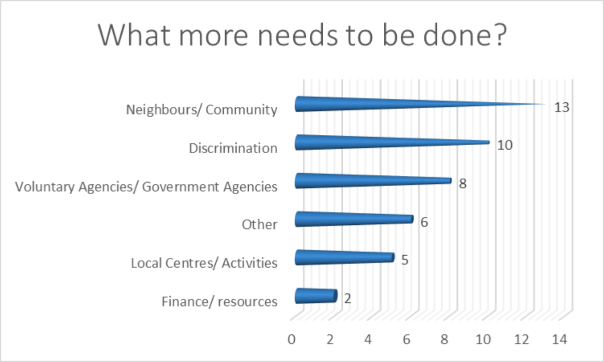
Respect and Social Inclusion



More intergenerational work between schools, youth groups, care homes and community centres

Neighbours/ Community
Of the people who made comment in this area, the majority wanted more inclusion in the general community and to mix and socialise with younger people, not just other elderly people.

Discrimination
Some people feel that younger people do not respect the elderly and suggest that education should start at school. More inclusion of younger people would improve attitudes toward the elderly. Another suggestion was to allow or arrange visits to other places of worship so there was more understanding of other faiths and communities.

Teaching respect at school

More integration by holding various celebration events where people can get together and make friends across different ethnic backgrounds.

Voluntary/ Government Agencies
People were happy with their groups but felt that more funding / resources and training of social services staff would improve services further, training around Multiple Sclerosis (MS) and Parkinson’s disease were specifically mentioned.
Another suggestion made by more than one group was a higher visible police presence and more neighbourhood watch schemes.

Other
Most of the other comments centred around better advertising and availability of information about groups/ services that were available. Other mentions were teaching respect and more elderly appropriate housing.

Local Centres/ Activities.
People thought that their local centres were good but more activities should be offered.
As well as education, indoor activities, more outdoor activities were needed.

More activities cycling, climbing, kayaking, sailing, paddle boarding making accessible to all

Finance/ Resources
Suggestions included better funding for groups providing for the over 55’s and subsidised activities.

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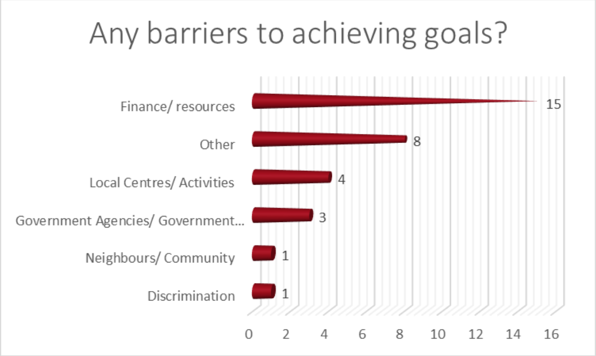
Respect and Social Inclusion



Funding to engage services, funding to arrange transport, opportunities for school children to engage more often with care homes.

Finance/ Resources
As with other areas, funding is again considered the biggest barrier to better services. People want more investment in services and social activities. Another suggestion was “more funded family trips for young and old and more intergenerational activities.”

Other
People thought that, generally, a more positive outlook was required. More education, advertising and links with schools were also mentioned.

The ‘cannot do’ brigade

Local Centre/ Activities
People wanted more intergenerational activities and the return of using local churches/ places of worship as gathering places. Another suggestion was more walk in centres to help with any enquiries the elderly may have.

Neighbours community
One group stated they would like more integrated communities.

Discrimination
There was a feeling that a lack of integration could cause difficulties between different cultural communities. More investment is required to facilitate better integration.

Language barriers may prevent cross cultural activities, some thought about how we can support people of different cultures whose first language might not be English to integrate more

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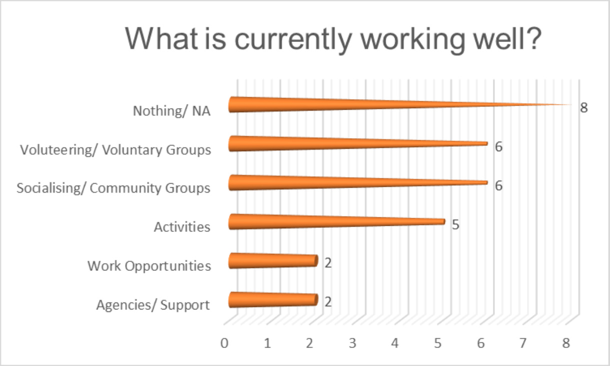
Civil Participation and Employment



Can't think of anything that is working well

Nothing/ NA
In this category most stated that they were ‘not sure’ but a couple did say NOTHING is working well. There were no specific things mentioned but it may be worth attempting to clarify. This does not mean that MOST people think services are not running well. In fact, as shown below many areas are.

Volunteering/ voluntary groups
Bolton Carers Support, Dementia support, C.V.S., Age UK were groups that were specifically mentioned as working well and groups that are appreciated.
It was also noted that volunteers are appreciated as well.

Most care home residents felt that the public was generally supportive

Socialising/ Community Groups
It is apparent that socialising is an important part of the lives of those who took part in this project and that they feel that these groups help them. Religious, walking and residents groups were seen as working well

Social gathering, fresh mind and feel part of community

Activities
Linked in with the above are activities. As well as going to social groups to feel part of a community, people also liked taking part in a varied set of activities including walking, yoga, religious, and library.

Love the monthly religious activities

Work Opportunities
One comment was the fact that they appreciated local shops that created employment for all ages. They also felt that work gave people “the respect they deserve”.

Agencies/ Support
Bolton at Home were given credit for the Back to Work Scheme that they run.

I don’t know what civil participation is

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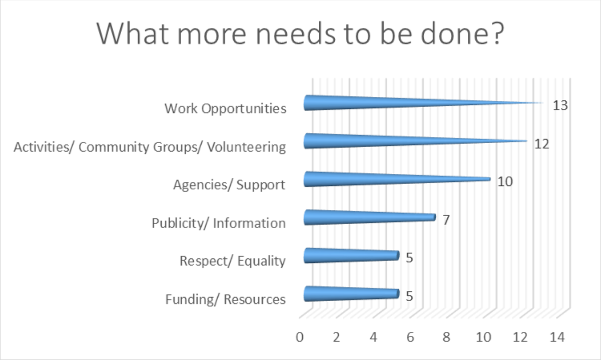
Civil Participation and Employment



Some residents felt that services such as DWP for older people trying to get back into employment were not that helpful and supportive.

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Work Opportunities
Most comments in this theme centred around more support needed for older people to get back into the work place if they wanted to. They suggested training in C.V. writing and searching the internet for vacancies.

Activities/ Community Groups/ Volunteering
Across all these areas people wanted more to be available.
Adapting times of activities to allow working people to get involved would help increase number of volunteers.
There would also need to be an increase in funding to pay volunteer expenses.

Physical activities more than once a week

Agencies/ Support
In connection to the two above themes, people realised that more support would be required from local government agencies such as Department for Work & Pensions (DWP). They also felt that these agencies should be more supportive of the elderly.

We can only find work in charity shops, there's no point applying to work anywhere else.”

Publicity/ Information
More publicity for civil participation activities is needed.
There was also a mention that some language used by government agencies needed to be more understandable.

Using language that's for working class so we can understand what's being said

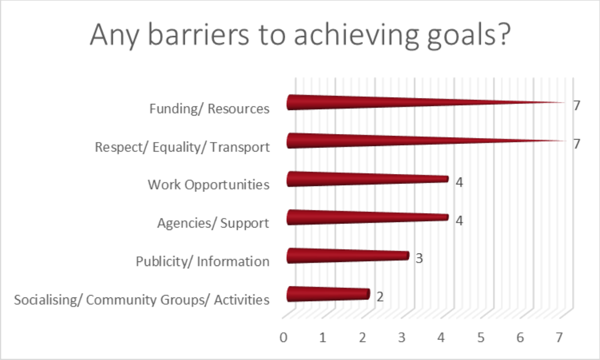
Respect/ Equality
In this regard the following quote sums up the sentiment:

“Respect and actually look at the person. His capabilities and education.”

Funding/ Resources
It is not only increased funding that is required, more certainty over funding is wanted.
Also people think more resources are required such as C.V. writing as already mentioned.

Reliable Funding streams so long term planning can take place.

Civil Participation and Employment



More paid workers to help groups to form and become sustainable

Funding/ Resources
As well as funding increases, people also wanted more resources especially in the form of increased staffing. People also feel that there is no investment at present and this is preventing better participation.

Respect/ Equality/ Transport
People felt that negative views towards the abilities of the elderly was a barrier to working. One also suggested that everything being internet based was discriminatory in itself as many don't use the internet or have never had the opportunity to learn.

Everything internet based discriminates against older people

Work Opportunities.
There is not enough support for the elderly to either get paid or voluntary work.

Not enough support and encouragements from staff at job centres in finding appropriate volunteering work.

Agencies/ Support
The above statement is a good indicator that some people feel more support is needed from local government agencies. There was also another mention of official language being used that can be difficult to understand.

Educated civil servants think everyone speaks 'office'- that's a barrier

Publicity/ Information
As with other areas in this report, people need better information to be made available with regard to opportunities to volunteer/ work. There is plenty if people are involved with voluntary groups but it is difficult to know where to look if not already involved with groups.

Socialising/ Community Groups/ Activities
It was felt that this area was under resourced and more funding is required to allow groups to reach all areas of the community.

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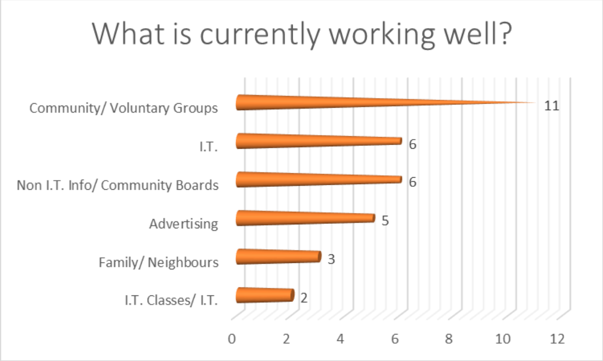
Communication and Information



Programmes run by the CVS - like Ambition for Ageing, have had an extremely positive impact on this age group

Community/ Voluntary Groups
Generally people thought that the voluntary sector was working well. Specific groups mentioned were; Bolton Carers Support, Bolton CVS Ambition for Ageing, Age UK, Befriending Services and Silverline.
Other organisations were mentioned such as Careline, UCAN Centres and libraries.

I.T.
People liked being kept informed using information technology.
Examples given were text messages, emails, Facebook and WhatsApp.

Non I.T. Information and Community Boards
An equal number of mentions were given to traditional methods of communication such as leaflets on community boards in community centres, stores or G.P surgeries. Information by post was liked by some and others liked reading free press such as the Bolton Metro.

Information from community boards such as community centres, GP surgeries, supermarkets

Advertising
Advertising is good within groups but as stated above a number of different methods should be used.

Family/ Neighbours
Family support was important to most people and good, friendly neighbours are always liked and appreciated.

People are very friendly and helpful

I.T. Classes/ I.T.
People also enjoyed having classes available to learn how to use I.T.

Lots of classes to teach people how to use internet and social media

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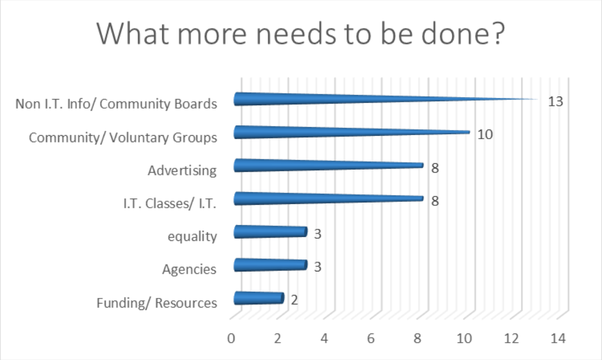
Communication and Information



Less jargon in emails and letters – use simple plain English

Non I.T. Information/ Community Boards
As stated above, people like methods of communication that do not use I.T.
They ask for more use of community boards and more availability of leaflets in G.P surgeries or through the post. Better use of the free press was also mentioned.

Community/ Voluntary Groups
The groups that people attend are very well respected and needed. They think that more resources and more groups should be available. People also thought that there should be more integration of age groups and cultures.

Advertising
All groups feel that their groups (and others) should be advertised better. They also want information to be clearer.

More 'what's on guides' for activities which are available in neighbourhoods.

Equality
The need to support a more diverse group of people was identified.
Information was requested "in a range of formats and language".

More help for the deaf to encourage confidence

Agencies
The need for professionals to communicate with people was again highlighted.
There was also a suggestion that there should be better communication between the private and public sector.

Single point of contact for help with digital, filling forms and applications

Funding/ Resources
More funding for community groups was requested.
Higher staffing ratios were also identified by people living in care settings. It was felt that more staff would improve communications between staff and residents.

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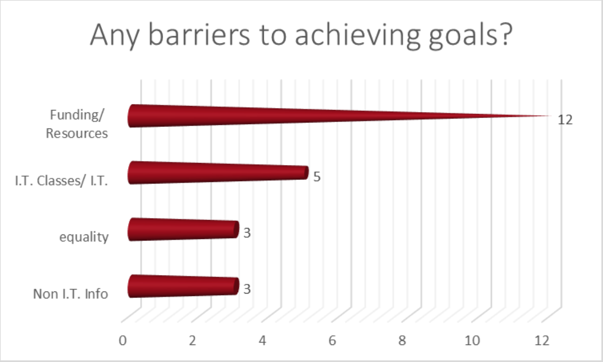
Communication and Information



Availability of staff, funding for staff, links to local schools and community groups

Funding/ Resources
As with all previous areas all groups wanted more funding and resources in the form of staffing and as a way of attracting more volunteers.
The lack of free availability of computers was also seen as a barrier to good communication.

I.T. Classes/ I.T.
A lack of access to computers and a lack of training for people in how to use social media was seen as a barrier as more and more information is being put on social media and web sites.

Think wisely when communicating with someone and be mindful of needs of other person or preference

Equality
In this instance the reference to equality is centred around peoples' ability to access computers and social media

Non I.T. Information
The barrier in this case is perfectly summed up in the following sentence:

"Many elderly people do not use computers, why most of organisations refer back to websites for information?"

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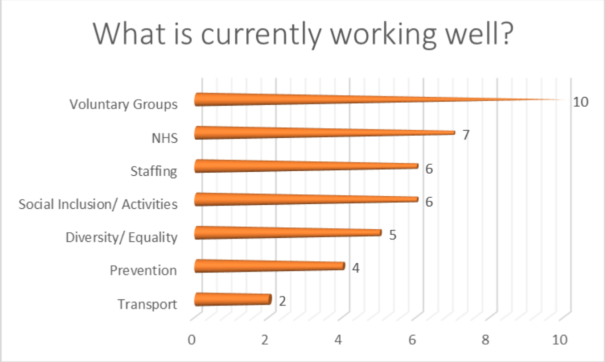
Community Support and Health Services



Internal care home /extra care provision is working very well

Voluntary Groups
Services named by one group as working were: support workers, health visitors, GP to visit people at home, nursing homes, social workers, Care-line, and services.
Also a number of voluntary/ community groups were named: Bolton Carers Support, UCANS, Silverline and Age UK.

NHS
People who made comment were generally happy with the NHS services they received.

NHS works well now as more services out in the community. Especially long term conditions

Staffing
This theme refers to the quality of staffing rather than the levels of staffing. People who commented were again generally happy with the staff they come into contact with.

Mental health team and carers support

Social Inclusion and Activities
Being able to socialise and having the ability to join in activities was seen as a positive way of improving health. Whether these facilities are provided by health services or voluntary sector is not important – just that they are available.

Diversity/ Equality
It was seen as important that facilities were there for all age groups to allow intergenerational activities. This had been highlighted in previous themes.

Prevention
Health checks are seen as important to over 55’s.
Also healthy activities are appreciated to keep people more independent.

Over 55's health checks. Bolton's Independent Living Service are brilliant

Transport
People want transport to help them get to medical appointments and one person thought that a hospital near to where they lived was preferable.

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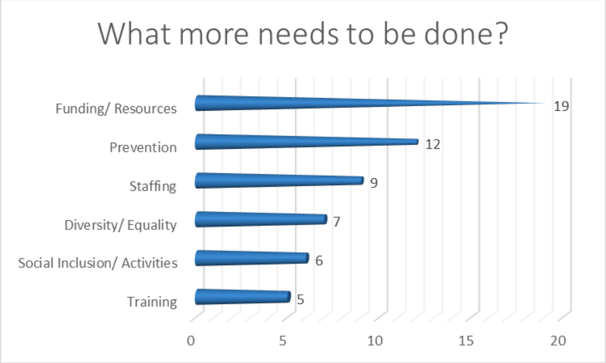
Community Support and Health Services



There were not enough paramedics to respond. Paramedics were commended for being great.

Funding/ Resources
Most comments in this section centred around health services. Including a request for more G.P.'s, community nurses, paramedics, mental health services, health centres and link workers. People were happy with the way staff treated them but struggled accessing services.

Prevention
Most comments in this area concerned actually accessing services again. People thought waiting times need to be improved to prevent health issues getting worse.

Staffing
More community nurses are wanted to allow more home visits.
Patient transport was also seen as needing investment.

More community nurses and patient ambulances (for home visit)

Diversity/ Equality
Some people considered over use of technology in the health service an issue for elderly patients and they don't find accessing computers easy and even telephone booking services were difficult due to hearing issues. Services should have varied methods of communicating – not just technology.

Wider promotion of community support and health services in a range of different formats, not all digital!

Social Inclusion/ Activities
People find activities and social inclusion/ meeting important to their health.
Requests for more activities and community centres were made.

Training
One request was made for more training within care companies.
Other mentions were around helping people 'navigate the health system' and education around this.

Information and education, health promotion, access to outdoor pursuits.

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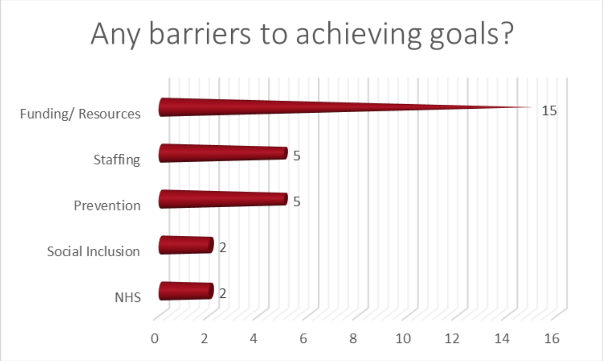
Community Support and Health Services



Resources, not enough mental health and district nurses

More investment from central govt. e.g. Lack of GP home visits

Funding
All groups identified funding and resources as a barrier to providing better services.
Some services specifically mentioned were mental health services, G.P.s (lack of and difficulty getting home visits), paramedics, nurses and social workers.
People agreed that more staff were required and generally the NHS needed more investment.

Staffing
Linked in with the above, a shortage of staff was mentioned a number of times, not just in the NHS but in private care organisations as well. People feel that there should be better staffing across all sectors.

Prevention
Not being able to get appointments or choice of equipment was seen as a barrier to preventing illness or conditions getting worse.

A wider choice of equipment

Social Inclusion
The following phrase summarises this:

"Lack of awareness of what is available out in the community"

NHS

NHS underfunded

Waiting lists

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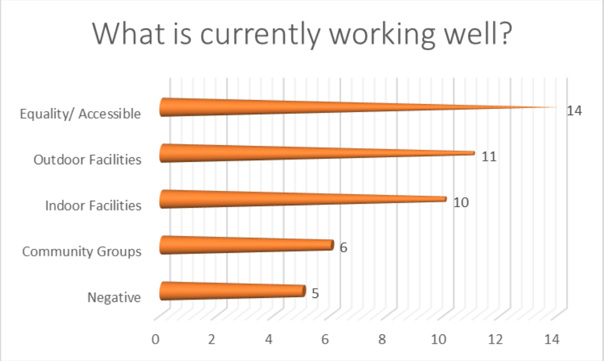
Outdoor Spaces and Buildings



Rivington was felt to be particularly accessible for older people, including those with mobility issues.

Equality/ Accessibility
The people that commented on this area were all happy with how buildings and public spaces had been adapted for those with reduced mobility or when using wheelchairs. They had no issues with accessing public spaces or buildings.

Outdoor Facilities
People really enjoy local parks and outdoor recreational facilities. Some use them for their local walking groups and others requested that they be used more.

Some homes saying that they "appreciated having plenty of parks in Bolton"

Indoor Facilities
Facilities mentioned as being needed and appreciated include:
libraries, Bolton One, churches or religious buildings,
health services within walking distance local shopping areas.

Things at the church, community centre and library all help to give a community feel.

Community Groups
This seems to be a combination of all the above areas.
Walking groups and community groups that allow people the ability to socialise are particularly welcomed.

Negative
Despite this being a section for people to state what they think is working well, there were a number of negative comments ranging from "nothing" to "not a lot".
There are no specific groups mentioned.
Further research could be done to ascertain whether there are no facilities for these people or whether the facilities are just not well advertised.
One suggestion was made:

Putting on a diverse range of activities, asking people what they want.

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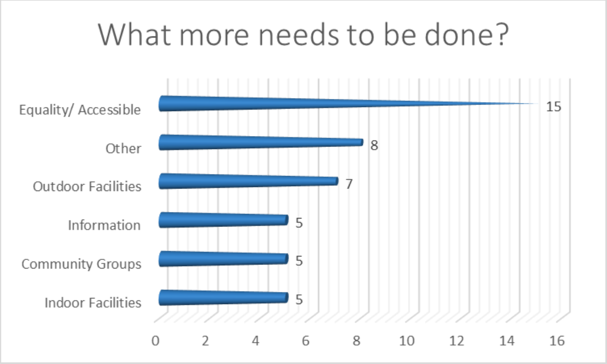
Outdoor Spaces and Buildings



High raised kerbs making it difficult for people in wheelchairs or on mobility scooters

Equality/ Accessible

In the ‘what’s working’ section, a number of people were happy with how accessible public spaces and buildings were. In this section, an almost equal number suggested that improvements were needed. Lowering kerbs and preventing cars from parking half on pavements were two specific suggestions for improving access to public places. Adaptions such as hand rails and ramps were suggested for buildings. Unfortunately there is no mention of specific places mentioned. It may be worth further investigation as the two opposing answers suggest some areas of Bolton are ok and others are not.

Other

Not feeling safe was mentioned a few times by different groups.
Other suggestions such as better transport links and a reduction in the amount of building works were also mentioned.
There was also a suggestion to reduce DBS checks to just leaders of groups to help encourage more volunteers.

Outdoor Facilities

People who commented here wanted more opportunities to take part in outdoor activities and better maintenance of parks and other facilities such as cycle and footpaths.

Information

A call for more information of what is available is a common theme throughout this report. The fact that some people think there are no facilities confirms this sentiment.

“More information sent out or easily accessed for people in need to find local places to go to meet people”

Community Groups

The following comment summarises sentiment in this area:

“Things to do that don’t cost a lot”

Indoor Facilities

As stated in earlier sections of this report people would like more facilities to have social activities and that these settings should be accessible for all.

Public buildings have limited open times.

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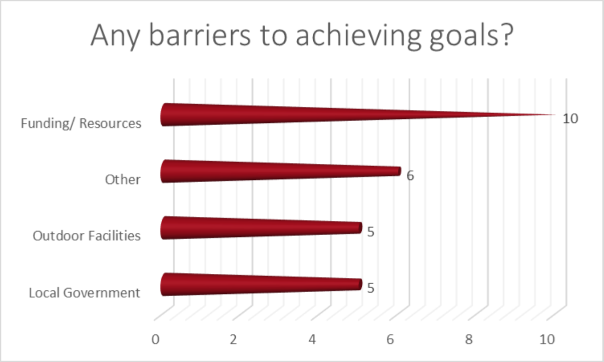
Outdoor Spaces and Buildings



More needed. More buildings design, like leisure activities. Bingo and dancing groups.

Funding/ Resources
People generally feel that more funding will help remove barriers to improving services. This is repeated through all sections of this project and is a common theme when discussing barriers in particular.

Other
There are six separate things mentioned as a barrier in this section:

- Litter
- Lack of Education
- Not having a voice
- Too easy access to illegal drugs
- Yellow line
- Help from outside charities.

Outdoor Facilities
People were concerned that even though they feel more facilities are needed, some parks, bowling greens and social clubs were being closed.

Outdoor spaces not being used to full potential or for older people

Local Government
Those who commented here feel that rules and regulations are a barrier to the use of outdoor facilities. One even suggested there is a lack of understanding from policy makers with regards to what people want/ need.

As a complete opposite there was a suggestion that the rules should enforced more stringently:

Council should have more traffic wardens to stop people parking on kerbs and pavements and obstructing the view of the road

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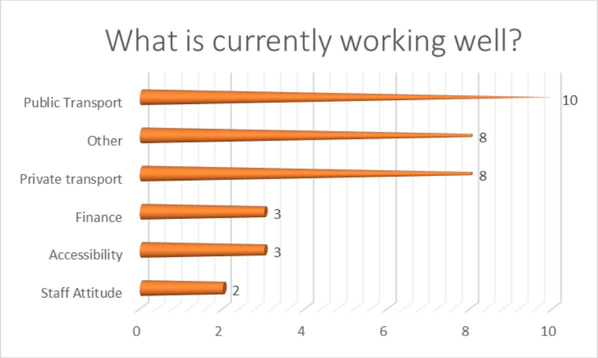
Transport



Care homes considered that access to community buses was good, and transport was seen to be wide-reaching- especially on main roads

Public Transport

Generally people who made comment here were satisfied with public transport specifically buses. There were two suggestions that bus services were not currently working and this will be discussed in the appropriate section.

Other

Other forms of transport such as trains, trams, taxis, mobility car were mentioned as currently working well. Social Services and community centres were also mentioned.

Private Transport

Across the groups who took part, the Ring and Ride service was praised and is a service that is appreciated by all who use it. Seven of the eight mentions in this category were about Ring and Ride and all were positive. The other comment was regarding the cost of taxis.

Ring and Ride is brilliant

Finance

All three mentions were stating that the concessionary bus passes are something that is working well. One request is that it should be extended so it can be used before 9.30am.

Accessibility

All three mentions stated that wheelchair accessibility can be problematic. Either because not all buses can lower to aid getting on; or that there is only one area for wheelchairs and that is often already taken by people with prams.

Staff Attitude

One group stated that their members generally feel that bus drivers are more friendly and understanding of the needs of people with restricted mobility.

Members of the group feel that they have seen an increase in friendliness from bus drivers and a more positive attitude towards helping vulnerable people get on and off the bus

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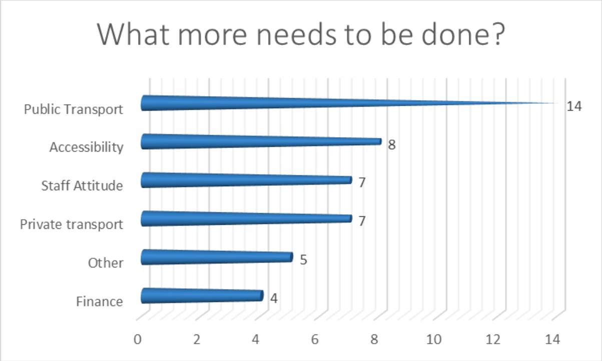
Transport



For example, there is no bus that goes directly from Chorley Old Road across to Halliwell Road.

Public Transport
With regard to buses, people wanted the frequency of services to be increased along with better reliability. Some requested that a wider number of routes be made available between different areas of Bolton. At present, some people need to get a bus into town then another to where they want to go. No specific routes were mentioned regarding increase of frequency.
Another group thought public transport was too expensive and prices needed to be reduced.

Accessibility
Comments here were split between:

- Attitudes of drivers - some thought that although there had been an improvement, some drivers were still not considerate when dealing with vulnerable passengers.
- Physical access – there need to be more areas for wheelchairs as people with prams and buggies have often taken the only available place.

Staff Attitude
Comments here mirrored the comments above. It was suggested SOME bus and taxi drivers needed further training with regard to how to help people with limited mobility. Again, it must be noted, **MOST** drivers are considered friendly, helpful and considerate.

Although it was noted that there is a general improvement in attitudes from drivers towards vulnerable people, incidents where the bus moves off before people are seated are still being reported

Private Transport
More Ring and Ride services were requested here. Some thought that seating on Ring and Ride was not suitable for long journeys as it became uncomfortable. This sentiment was repeated again about transport to and from hospital – some spent hours on the bus as it had to pick up multiple people on route. More services would reduce this time on the bus as there would not be a need to travel so far between pickups.

Other
Suggestions here included: real time information at bus stops; removal of leaves on pavements as they are a slip hazard for people with limited mobility; cycle paths; transport information posted to elderly residents and more involvement from voluntary sector in arranging transport for social activities.

Finance
Investment in public transport, lowering costs and making money available to pay for taxis for lower income families were among suggestions in this category.

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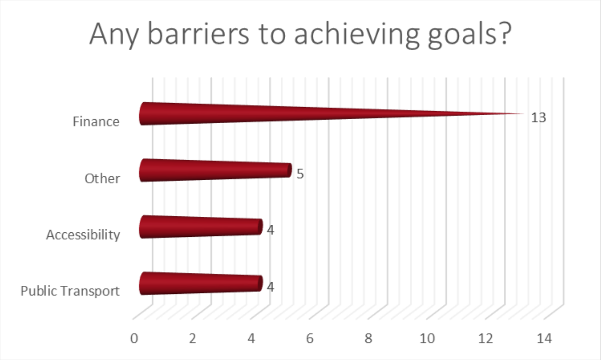
Transport



Cost of providing shelters at all bus stops, how would you identify the most frequently used bus stops by older people?

Finance
Again, finance has the most mentions when discussing barriers to improving services.
With specific regard to transport, most comments stated “funding” or “investment” as a comment. One specific suggestion, however, was to allow concessionary bus passes to be given to over 60s, not just people who have reached retirement age.

Other
Barriers listed here were: bike lanes; abuse of staff & transport;
Not allowing volunteer drivers and people with mobility cars to volunteer themselves as drivers;
and not having hospital transport services available before 9.30am.
These services may be available but people who commented here didn’t feel they were.

“Allowing people with Motability cars to be able to volunteer to drive - we have adapted vehicles but Motability rules mean we cannot volunteer the use of the vehicles.”

Accessibility
One comment made was that the Under 70’s are not able to get Ring and Ride. Again this is available to the under 70’s if they qualify but, if this comment is made, some people do not know this. Ring and Ride eligibility information seems to be a barrier to some people who would like to use this service.
Other comments made were again around cars being parked on the pavement blocking access to bus stops and reliability of service (vulnerable people with limited mobility find it difficult to stand or sit at bus stops for long periods).

Public Transport
Generally, people who commented here thought there were not enough services and that reliability was an issue (as discussed above).

Deciding routes across neighbourhoods could be challenging

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APPENDIX 1

DRAFT

Developing an Age Friendly Strategy: Guidelines and Report Template

Bolton's VCSE Community Engagement Programme to support the development of Bolton's Age Friendly Strategy

DRAFT

11th November 2019.
Samim Vali.
Engagement Worker

Background Context

As part of delivering the Ageing Well element of Bolton's Vision 2030 we have committed to produce the borough's first Age-friendly strategy through a process of engagement and co-design with residents who are 50 and over. This is an opportunity to contribute to and inform the evolution of the strategy and its priorities.

Age friendly communities benefit people of all ages. Secure neighbourhoods are safe for children, young people, women and older adults. Accessible environments and transport benefit disabled people and parents with babies and young children. Families experience less worry and stress when their older adults have the services and support they need.

The Transformation Fund enables health and care partners in Bolton to trial new and innovative ways of working and to implement best practice to deliver transformational change in the way services are delivered.

We need to listen to people to understand what is important to them about the places they live, work, enjoy their leisure and use services as they grow older.

The Strategy will be built around the World Health Organisation's (WHO's) Age-friendly domains below and partners have produced a framework to focus conversations around priorities under each domain or "petal theme".

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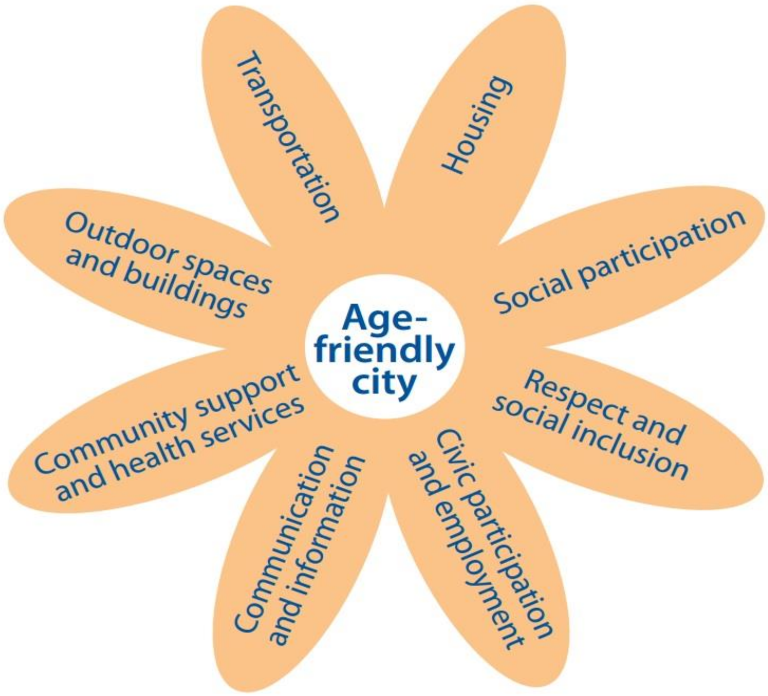
Domains

When delivering your focus group / workshop activity it is important that you theme your session around the eight domains


Transportation
Housing
Outdoor spaces and buildings
Social participation
Age-friendly city
Community support and health services
Respect and social inclusion
Communication and information
Civic participation and employment

Source: Global Age-friendly Cities: A Guide (Worl Health Organisation, 2007)

Engagement Programme Dates

Briefing session	11th Nov 13:00-14:00 The Bolton Hub
Support available	12 November till 9th December Please telephone or email Michelle or Samim if you require any further support and to book an appointment michelle@boltoncvs.org.uk samim@boltoncvs.org.uk
Draft report to be submitted by	10th December
Final Report to be submitted by	16th December

Supporting and Further Information

Please find a link below to useful information to support your programme of engagement

What Makes and Age Friendly Neighbourhood

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Engagement Summary Template

Name of Organisation

Date/s of engagement

Number of people engaged

DRAFT

Introduction

Explain how you promoted your session and engaged with your community?

How did you deliver you engagement session? Did you put on a session especially for this piece of engagement or did you deliver this during one of your existing group/ activity meeting?

Findings

Summary of engagement session

Housing

What is currently working well to make an age friendly community?

What more needs to be done to make an age friendly community?

Any barriers to achieving these suggestions? (investment/resources/estates ect)

DRA

Social Participation

What is currently working well to make an age friendly community?

What more needs to be done to make an age friendly community?

Any barriers to achieving these suggestions? (investment/resources/estates ect)

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Respect and Social Inclusion

What is currently working well to make an age friendly community? What more needs to be done to make an age friendly community? Any barriers to achieving these suggestions? (investment/resources/estates ect)

Civil Participation and Employment

What is currently working well to make an age friendly community?

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What more needs to be done to make an age friendly community?

Any barriers to achieving these suggestions? (investment/resources/estates ect)

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Communication and Information

What is currently working well to make an age friendly community?

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What more needs to be done to make an age friendly community?

Any barriers to achieving these suggestions? (investment/resources/estates ect)

Community Support and Health Services

What is currently working well to make an age friendly community? What more needs to be done to make an age friendly community? Any barriers to achieving these suggestions? (investment/resources/estates ect)

DRA

Outdoor Spaces and Buildings

What is currently working well to make an age friendly community?

What more needs to be done to make an age friendly community?

Any barriers to achieving these suggestions? (investment/resources/estates ect)

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DRA

Transportation

What is currently working well to make an age friendly community? What more needs to be done to make an age friendly community? Any barriers to achieving these suggestions? (investment/resources/estates ect)

Demographic information

- Bolton CVS will provide you with an electronic copy of our demographic form please print this off and ask each participant to complete following your engagement session.

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APPENDIX 2

DRAFT

Appendix 2 - Summaries

Bolton Hindus Age Inspiration (BHAI)

Summary of engagement session

The engagement was a great success in which 56 people had attended.

The common theme which we had discovered was that there is lack of information available to elderly within their own language about health, transport, housing.

Around 50% did not know about the out of hours’ services for doctors

Transport presents as an issue if it is your means of accessing appointments, especially if the appointment is prior to peak traffic hours as many people use taxi’s which can be quite costly. One lady had cancer treatment appointments and had to go to Christie Manchester once a week. She could not travel on the train and no transport was provided by Christie as she lived outside Manchester.

The modern, ‘Digital’ world – everything, everywhere is now becoming digital – Our members recommended that it would be beneficial to have cafe where they can access and get help with forms and guidance.

The doctors are another issue that has been identified. There is a long wait for routine appointments if not an emergency. Also, phoning through is an automotive system and can be a complex procedure to get through, and at times all appointments are booked.

Housing Issue – The awareness of services that are available regarding adaption – long waiting lists of 3 months.

DRAFT

Appendix 2 - Summaries

Blackrod Sports and Community Centre

Summary of engagement session

Unfortunately housing and infrastructure in this area does not lend itself to our ageing population. Investments into housing and communities suitable for ageing population is essential.
Local new housing appears to be focused on providing for family’s without consideration for the increasing elderly population.
Age friendly communities are essential to enable people to live a fulfilled life in their own home.
Some people in the community work well to provide activities and events. It's up to the people to use these facilities. The young ones as well as the old ones.
Action is required to reassure some of our elderly that they are respected members of their community. Unfortunately, many of our elderly have become socially isolated and require support help in confidence.
We do have limited support within the community to social participation. we need a system where our isolated residents have opportunity to decide what support them.
Range of activities becoming available but still limited access and communication.
More interlinking between different age groups Sharing experiences and having fun
Priority for disabled users
Service providers need to work together to share and co-operate not duplicate and be competitive.

DRAFT

Appendix 2 - Summaries

WAVE Adventure

Summary of engagement session

Of the 45 who gave is feedback 22 where in the age bracket 50-60, 5 were 61-70 and 18 were 71+ with the oldest respondent being 94.
21 male respondents and 24 female.

Some of the common things found to be working well were: local parks, churches, charities & community groups- identified by 26.6% respondents.

Key issues for concern (barriers) were:
Lack of investment/ money 66.6%
Lack of accessible information about opportunities 33.3%
Lack of provision for ages/ ethnic groups 37.7%
Lack of support/ investment from LA/ Government 15.5%
Lack of respect from young people 15.5%
Litter 11.1%
Lack of police presence (on the street) 8.8%

Suggestions/ what more needs to be done:
More intergenerational opportunities 46.6%
Opportunities for older people to be active regularly 44.4%
Places/ Spaces to meet to socialise 28.8%
Organised outdoor activities, (for example kayaking, rock climbing, mountain biking) 28.8%
Challenging activities (not patronising and sedate) available for over 50’s 26.6%
Established and well- maintained cycle paths/ bike hire 15.5%
Volunteering opportunities 11.1%

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Appendix 2 - Summaries

Think Cre8tive Group CIC

Summary of engagement session

In order to engage the group as usual, we kept our usual delivery format, singing hello to all, stretching and scales, and ending with We'll Meet Again, as usual. We then went into explaining the intent of the sessions: sing a couple of songs and then talk about the way they relate to Bolton. With some groups, we turned it into a game: guess the topic. Our song choices followed the consultation topics:

Housing: Home On The Range, Take Me Home Country Roads

Social Participation: Little Help From My Friends, You're My Best Friend

Respect and Social Inclusion: Consider Yourself, Can't Stop Loving You

Civil Participation and Employment: If I Had a Hammer, There Was I Waiting At The Church-I've Got Sixpence-We're Gonna Hang Out The Washing

Communication and Information: Don't Sit Under The Apple Tree, Tie A Yellow Ribbon

Community Support and Health Services: Happiness, Bring Me Sunshine

Outdoor Spaces and Buildings: Don't Fence Me In, Is This The Way To Amarillo

Transportation: Blackpool Belle, I'm Gonna Be (500 Miles)

We found that this format helped to give participants enough time to consider the topic sufficiently, so that we were able to get a comment or the agreement from everyone in the room.

DRAFT