

Impact of Ageing Population Recommendations - **Action Plan**

Health and Wellbeing

Recommendation	Action Required	Timeframe	Lead/s	Progress to date
1. Develop improved collaborative working across Epping Forest District Council (EFDC), Essex County Council (ECC) and West Essex Clinical Commissioning Group (West CCG), to provide early intervention and health improvement (preventative) activities for older people	Meeting to be arranged with key commissioners from West CCG and Essex CC on monthly basis initially. Joint delivery plans to be agreed. Wider range of preventative activity provided across the District.	Start Oct / Nov '16	JChandler JChandler GWallis	JCh & AD PSH now attend West Integrated Older People's Partnership Board (CCG and partner meeting). JCh and GW now attend West Public Health Group with ECC (meets bi –monthly) and JCh attends Essex Public Health Member and Officer Group. Communities staff now attend EF Neighbourhood Hubs, which include GP's and other NHS service providers JCh & GW meeting with CCG and ECC on monthly basis EF Age Well stakeholder group established, meeting on a bi-monthly basis with external colleagues
2. EFDC (Community Services) to work with partners from the public, voluntary and private sectors to establish Dementia Friendly Communities across the whole of the Epping Forest District.	EFDC to meet with the Alzheimer's Society to develop an action plan for the roll out of Dementia Friends training across the Council and to businesses within the district. Funding to be sought in respect of setting up the EF District Dementia Action alliance.	Start Dec '16	GWallis JWarwick	EFDC staff trained to deliver Dementia Friends training. Rolling training programme being undertaken across Epping Forest District for people of all ages. People trained to date include Epping Fire Fighters, EF Youth Council, a range of young people in secondary schools, local voluntary groups and Haslers Accountancy Firm, (who are Chairing the Dementia Action Alliance). Dementia Action Alliance now set up in EFD and meeting regularly.
3. ECC Adult Social Care and West Essex CCG to develop a formal integrated care approach to services for older people in the district, to include support from EFDC (Community Services and Housing) for delivery of local preventative projects and initiatives.	Planning meeting to be held with ECC Social Care and CCG to consider Housing and other welfare issues	Sept '16	JChandler	Regular EFDC staff attendance at joint meetings with ECC and WE CCG. Specific Housing and CCG meeting held in respect of Sheltered housing concerns related to elderly people with Mental Health issues. Support and training now given to Sheltered Scheme Managers by NHS staff to enable them to deal with sheltered residents with dementia and mental health problems.
4. All partners to work together to encourage and support older people in maintaining good health, through	Epping Forest Health and Wellbeing Board to include this action within its' work programme, to ensure	Commence Nov. '16	GWallis ECC Public	Older People's working Group (Age Well) Meetings being held on bi-monthly basis West LA Public Health Group set up.

regular physical activity; falls prevention; activities to reduce isolation and provision of accessible flu jabs, eye tests etc.	coordination of activities and prevent duplication		Health	New Active Living programme developed and commenced in Waltham Abbey and Epping, with funding from Active Essex, providing re-ablement / lifestyle behaviour change. Community Services seeking funding to provide falls prevention work including core stability and home aids.
5. Partners to work together in considering the benefits of introducing health improvement programmes for people currently in middle age, in order to change behaviours and attitudes towards health and ageing;	EFDC to review current work programmes to identify opportunities for reallocating resources for new activity programmes. ECC and CCG to consider targeted work by EFDC to pilot initiatives for people in middle age. ECC to undertake ethnographic information to support this work	Commence Jan 2017	GWallis JWarwick WE CCG ECC PH ECC	Health and Fitness sessions now being offered by EFDC through Active Essex Funding for 16 years+ Livewell Brand (Essex wide communications platform and signposting website) adopted by EFDC. Epping Forest 'Age Well' group set up, which focuses on people of middle age, Public Health funding secured to deliver initiatives. Details to be secured
6. West Essex CCG and ECC (Public Health) to consider simplifying the number of 'provider services' in order to reduce duplication and improve continuity and services;	CCG and ECC to consider as part of commissioning arrangements.	From April '17	ECC Public Health	Support for older people not requiring NHS secondary /acute care services, is now provided as a collaborative service, involving Community Agents, SmartLife and Healthy Living services. Integrated care pathway is also established which enables patients/people needing medical assistance to have a continuum within their care. EFDC is also linked into NHS 'Air Traffic Control' pilot, which seeks to provide a seamless transition for patients accessing social care and medical services.
7. West Essex CCG and EFDC to work more proactively in respect of older people leaving 're-ablement' care, to extend and sustain improvement work with individuals area through referrals to activities such as the Lifewalk's programme;	EFDC and CCG Lead to meet to discuss opportunities for piloting new re-ablement projects Video Clips of EFDC Lifewalks and other sessions to be added to Live Well Website	From April '17	JChandler WECCG JWarwick	Meetings taken place and EFDC delivering range of new activity projects including 'Active Living'. Stay Well in Winter event videoed and uploaded to EFDC Website. 3 x Stay Well events planned for 2017/18. Referrals to Active Living through GP's.
8. EFDC to establish the number of older, vulnerable people living in the district who do not have children, in order to work with health colleagues to provide support and advocacy	EFDC to identify required data and provide support via the Neighbourhood Hubs	Commence Jan '17	WECCG	This was in progress, but due to changes in staff at the CCG, needs chasing.

where needed.				
9. EFDC to work with local Parish and Town Councils to build community resilience amongst the older population and share models of best practice, including supporting and encouraging older people to be actively involved in volunteering where possible	Production of an action plan setting out key steps to deliver Community Resilience initiatives across the district, including liaison with Town and Parish councils. Volunteering plan to be developed	Start Oct / Nov 2017	GWallis EFRS VAEF	Work to commence in Autumn /Winter 2017/18 in conjunction with VAEF. Proactive promotion already taking place through Stay Safe and Stay Well in Winter events. Yet to commence

Living in the Epping Forest District

1. EFDC to proactively adapt its housing stock to be fit for the ageing population, to address fuel poverty, mobility issues and extra care support;	This to be addressed as part of Local Plan and Housing Officer working group	Ongoing	RRay	Substantial work continues to be undertaken to adapt Council properties for disabled tenants and those with mobility difficulties.
2. EFDC to consider redeveloping older and unpopular sheltered accommodation to provide sheltered housing with two bedrooms, to encourage older tenants to move out of 3 bedroom properties (for occupation by families) and provide space for visitors to stay;	This to be addressed as part of Local Plan and Housing Officer working group.	Ongoing	RWilson	An officer project team has been established, led by the Director of Communities, to consider the rationalisation of the Council's sheltered housing assets and to set a minimum "Sheltered Housing Standard". However, further work is being held in abeyance, pending the outcome of the further HRA Financial Options Review and clarity on the future of the Council's Housebuilding Programme.
3. EFDC to consider expanding services provided by its sheltered scheme managers and further promote Careline to people living in their own homes (whether Council or owner-occupied), to enable them to remain there	This to be addressed as part of Local Plan and Housing Officer working group	Ongoing	RWilson ECC	Careline / telecare services have now been outsourced to Tunstall.
4. EFDC to ensure that its sheltered accommodation is brought up to a modern standard, including providing Wi-Fi in sheltered accommodation, to assist and encourage older people in	This to be addressed as part of the Sheltered Housing Review. EFDC to seek use of ECC hardware for training older people in use of mobile technology	Ongoing	RWilson GWallis ECC	Pilot digital inclusion training has been delivered via 'We Are Digital' in Limes Farm and Waltham Abbey, including at a sheltered housing scheme. Wi Fi installation across schemes has proved to be cost prohibitive and therefore, residents are being supported to secure their own Wifi

using online services;				arrangements.
5. West Essex CCG, ECC (Social Care) and EFDC (Planning) to ensure that nursing and residential homes capacity is adequate for the needs of local residents;	Planning for new residential care homes accommodation to be considered as part of Local Plan.	Ongoing	Local Plan	Local Plan consideration ongoing
6. EFDC to work with local Parish and Town Councils to identify older people with care and support needs who may need support with waste collections and other services;	CHWB to link with local GP's via Neighbourhood Hub meetings and to identify any vulnerable people (all ages) to be added to the assisted waste collection service.	Start Nov '17	GWallis	Start date revised to December '17.
7. EFDC to consider the use of microchips within bins for people who receive assisted bin collections, in order to potentially alert the Council to an elderly person being unwell or having had a fall;	This to be investigated by Neighbourhoods, as to whether viable, or another option available.	Start Jan '17	KDurrani	Deemed as unnecessary, as bin collectors already record occasions when assisted bin collections have not been taken up. KD and JCh to meet to discuss sharing of this information with local GP's / Social Care.
8. ECC, EFDC and West Essex CCG to consider transport issues within the district and identify opportunities to improve accessibility and mobility for older people who do not have their own transport;	Working group to be set up comprising ECC, CCG and EFDC reps., to identify existing transport services and where these can be enhanced.	Jan '17	GWallis CCG	Review of Community Transport currently being undertaken by Essex County Council. EFDC providing Grant Aid support to Ongar & Villages and Loughton Voluntary Care, to support these voluntary sector groups who provide taxi services to older people.
9. ECC (Social Care), EFDC and West Essex CCG to work more collaboratively on the provision of disabled adaptations, in order to reduce duplication, cost and timescales;	EFDC Private Housing team (in liaison with Housing Services) to link into Neighbourhood Hub groups in the District to work collaboratively with Social Care and CCG on this re. DFG	Nov '16	RRay WECCG	EFDC staff linked into NHS /ECC Neighbourhood Hub meetings. However, reductions in government DFG will restrict EFDC work on adapting homes
10. EFDC to identify opportunities for increased collaborative working with Essex Fire and Rescue Service to identify vulnerable people and address hoarding issues. This information to be shared with West Integrated Older People's Partnership;	Meeting to be set up with ECFRS.	Sept '16	GWallis / J Taylor (ECFRS)	Initial meeting held to discuss new ECFRS arrangements. Pilot hoarding project set up with HRA funding. West Essex Hoarding Working Group set up and led by Safeguarding team.

11. ECC to increase the amount of Independent living (extra-care) accommodation in the district, to reduce reliance on residential accommodation.	This to be considered as part of the Local Plan and any new developments proposed in the district	Ongoing	Local Plan / ECC	Agreed development of 60-home independent living scheme in Waltham Abbey. Building works to commence in Winter 2017/18 Local Plan still in consideration.
12. EFDC/West Essex CCG to work in collaboration to support the delivery of the Neighbourhood Model of integrated health and care support	Communities Directorate to lead on involvement in Neighbourhood Hubs and allocate representatives to attend the four hubs in EFD	Oct / Nov '16	JChandler RRay	EFDC staff from Community Services and Private Sector Housing now attending Neighbourhood Hub meetings across the district.

Communication and Engagement

1. EFDC to consider the varying communication needs of the ageing population in regard to Council services as part of its Transformation programme around Customer Services and its Strategic Accommodation Review;	This to be addressed via the Customer Contact Project Group as part of Transformation	Nov'16 onwards	DBailey OShaw	Reference to be made to findings of IOAP study, as applicable in the Transformation process.
2. All partners to make better use of town, parish and community magazines / local radio, in order to communicate messages to isolated older people and those living in rural areas of the district and seek their inclusion in consultation;	EFDC to identify Community Leaders in each Parish and Town within the Epping Forest District, to assist with dissemination of information and assist in ongoing consultation; To be undertaken as part of Community Services Outreach work	Nov '17	JChandler GWallis VAEF	Initial meeting held with VAEF.
3. Multi-agency engagement events to be provided for older people such as 'Winter Warmer' and 'Senior Safety' days, on an annual basis. These to include representation from health services, local pharmacies, opticians and the Council, and to include availability of flu vaccinations, benefits advice and tips for health and safety	Community Services to lead on these initiatives, in conjunction with EF H&WB Board, CCG and Public Health	Oct'16 - Mar '18	G Wallis JWarwick CCG ECC PH	3 x Winter Warmer events delivered in Limes Farm, Ongar and Loughton. 3 x Stay Well in Winter events planned for 17/18 (One has already taken place in Waltham Abbey with nearly 100 participants), Theydon Bois event has 120 x people booked in). 2 x Senior Safety Days organised for 17/18

in the home;				
4. EFDC to establish an online consultation platform for older people, to enable them to have an ongoing dialogue with the Council in respect of its services and to view footage of events and activities for their age group that they have been unable to attend;	This to be built on to existing online website platform.	Dec '17	O Shaw T Carne S Mitchell	Being reviewed as part of Website Development Plan
5. EFDC, ECC and West Essex CCG to work together to establish a network of older people to champion 'Resilience' across the district and to share best practice;	EFDC to liaise with CCG and local GP's to identify potential volunteers	Commence January 2018	PCharman GWallis	As part of Resilience Project within local communities.
6. West Essex CCG and GP's to consider introducing more online booking systems;	EFDC to liaise with CCG and Local GP's. J Chandler to present to EFD GP's forum.	Oct '16	JChandler	Presentation given to local GP's. Many GP's now offering this service.
7. All agencies to consider the use of social media to promote key services and activities and to communicate key messages	EFDC to lead on this through PR and Customer Services. Community Services to promote this via Neighbourhood Hubs	Mar '17	T Carne O Shaw G Wallis	Ongoing development.