

The Knowsley Older Peoples Strategy

# A POSITIVE AGE UPDATE



## 2009-11

A strategy developed by older people in Knowsley





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## Section 1

# Message

from Chairs of OPPB

Unbelievably it's been two years since we published the Older Peoples Strategy for Knowsley 'A Positive Age'. Shaped by older people in Knowsley 'A Positive Age' highlighted what was important to and for older Knowsley residents in order to lead a quality lifestyle.

Supported by our partners on the Older Peoples Partnership Board (OPPB), there have been significant developments in services that have benefited not just older people but the whole Knowsley community.

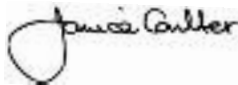
One of our greatest achievements has been the development of OPPB; the passion, hard work and commitment shown by the members has been central to the success of the Strategy. We forward our thanks to the Board members, older people and all those who have worked with us consistently over the past two years.



**Sheila Bersin**  
Co Chair

We look to celebrate our achievements over the past two years with you in this document and hope that you have benefited from them. We take this opportunity to look forward and continue to work together to listen to the needs of older people and respond to them.

These new priorities are contained within the revised action plans for 'A Positive Age' and identify what we will work towards between 2011 and 2013. Older people of course remain our focus, and we have looked even closer at the diverse needs of an ageing population. Consequently the needs of older people as carers, those with poor mental health, the most isolated and vulnerable amongst our community have been given particular consideration within the refreshed action plans.



**Jan Coulter**  
Co Chair

## Section 2

# You said we did 2009 - 11

## Introduction

The older peoples strategy for Knowsley was split into eight areas or themes, these are;

|         |   |
|---------|---|
| Theme 1 | Economic Wellbeing                      |
| Theme 2 | Health & Wellbeing                      |
| Theme 3 | Crime & Personal Safety                 |
| Theme 4 | Transport                               |
| Theme 5 | Housing                                 |
| Theme 6 | Access to Community Services & Learning |
| Theme 7 | Leisure & Culture                       |
| Theme 8 | Communication                           |



Some examples of activity over the past two years are listed overleaf;

## Section 3

# Theme 1

## Economic Wellbeing



### You said we need to....

'Raise awareness amongst Older People of benefits and pensions; increase number of people who undertake annual review of their benefits'.

### We did

A number of financial road shows were held in March 2010 that was attended by 140 Older People. By July 2010 it was calculated that 11 people were in receipt of an additional £95.90 additional benefits per week and arrears payments totalling £2179.00 (£198.00 pp).

Twelve KOPV members have successfully been recruited to act as financial mentors. They have received training and advice in order to support and signpost other older people when applying for benefits.

An Employment and Enterprise Event, hosted by KOPV, OPPB and Business Development Team held in April 2010, in Kirkby and was attended by 'younger' older people and carers.

A Knowsley guide to benefits and financial advice for older people booklet was produced, along with a similar booklet for carers.

A benefits review should be undertaken annually to ensure the correct level of benefits are being paid.

## Section 4

# Useful numbers

## Helpful advice

Advice on benefits reviews or any other benefit related entitlement can be obtained from:

|                                 |   |
|---------------------------------|---|
| Age Concern Knowsley            | <b>0151 480 4632</b><br><b><a href="http://www.ageconcernknowsley.org.uk">www.ageconcernknowsley.org.uk</a></b> |
| Citizens Advice Bureau          | <b>0845 122 1330</b><br><b><a href="http://www.knowsleycab.org.uk">www.knowsleycab.org.uk</a></b>               |
| Huyton Advice Centre            | <b>0151 489 7313</b>  |
| Kirkby Unemployed Centre        | <b>0151 548 0001</b><br><b><a href="http://www.kuc.org.uk">www.kuc.org.uk</a></b>                               |
| KPAIS                           | <b>0151 546 3088</b><br><b><a href="http://www.kpais.co.uk">www.kpais.co.uk</a></b>                             |
| Knowsley Local Pension Service  | <b>0151 801 8366</b>  |
| KMBC One Stop Shops             | <b>0151 489 6000</b><br><b><a href="http://www.knowsley.gov.uk">www.knowsley.gov.uk</a></b>                     |
| Prescot & Whiston Advice Centre | <b>0151 443 4639</b>  |



## Section 5

# Theme 2

## Health & Wellbeing



### You said we need to....

Reduce the number of Older People who die due to winter or cold related illnesses.



### We did

The Be prepared for winter booklet. Produced with the support of older people it is full of handy hints and tips for older people to stay warm and well.

For a copy of the Be Prepared booklet contact KOPV on **0151 443 4875** or log on to **[www.kopv.org.uk](http://www.kopv.org.uk)**

### You said we need to....

To develop services that more effectively meets the needs of Older People with Dementia and their Carers.

Promote healthy lifestyles.

### We did

The Admiral Nurse service went 'live' January 2011. This is a service dedicated to providing advice and support to people with Dementia and their families.

Over half the people who accessed the NHS Health Check programme (61%) between 2008 and 2010 were over 50 years of age.

To contact the Admiral Nurse Team please call **0151 244 4369**

## Section 6

# Theme 3

## Crime & Personal Safety

### You said we need to....

Increase the effectiveness of information sharing about the levels of crime in Knowsley.

Reduce the likelihood of Older People being targeted by Bogus Callers and Tradesmen.

### We did

Supported the Safer Knowsley Partnership in developing and promoting the Knowsley Community Messaging system amongst Older People.

A Bogus Caller DVD was developed in conjunction with the IKAN Team, Community Policing and the Safer Knowsley Partnership. The DVD was designed to be used by groups and organisations to highlight to Older People the need to stay vigilant.



For further information on Community Messaging scheme and how to register or any of the other initiatives please contact KOPV **0151 443 4875**

## Section 7

# Theme 4

## Transport

### You said we need to....

Improve customer services provided by Bus Companies....

Reduce illegal parking of cars in bus stop bays.

Ensure Older People have a process for registering complaints about public transport.

### We did

Increased membership of Older People representatives on Knowsley Merseytravel Advisory Panel (MAP)

The Falls & Wellbeing Team in conjunction with Arriva travel and Stagecoach held a number of road shows across Knowsley in June 2009 to highlight the National Falls week topic "Falls on Buses".

Following a review of no parking zones the road markings/signage has been updated in order to support enforcement.

KOPV have developed a system to co-ordinate, forward and monitor complaints about public transport in conjunction with the RESPOND Team within Merseytravel.



## Section 8

# Theme 5

## Housing

### You said we need to....

Inform people of the range of adaptations that are available to increase/maintain independence.

Promote the safe use of powered mobility scooters.

Ongoing involvement of Older People in the development of housing options.



### We did

The SMART house in Moss Street was marketed to the public. The house has a full compliment of aids and adaptations for viewing, with an appointment system that allows people to try out a range of equipment.

The Centre for Independent Living (CIL) will bring together a range of mobility resources and adaptations for view. The first phase of the CIL opening was January 2011. The CIL will be fully operational and open to use by the public from April 2011.

KOPV developed a buyers guide for people considering buying a motorised scooter, see KOPV website for a copy.

There is strong representation from KOPV within the Care & Repair Advisory Group.

For more information on the SMART house or to book an appointment please contact Knowsley Care & Repair on **0151 548 6668**

## Section 9

# Theme 6

## Access to Community Services and Learning

### You said we need to....

Develop family learning provision for grandparents.

Reduce the gaps that exist between young and old members of the community.

Increase access to library/mobile library service.

### We did

A story sacks pilot was held in Kirkby in the summer 2010. The resources produced were gifted to St Chad's Childrens Centre.

A pilot of a 'Cyber' group was run in the Centre for Learning in Halewood. The sessions provided an opportunity for older people to get handy hints and tips from the younger people in using items such as mobile phones.

A series of reminiscence sessions were provided in 2009 in sheltered housing schemes. Resource packs to support these sessions were developed A session was also delivered to older people with dementia.



## Section 10

# Theme 7

## Leisure & Culture

### You said we need to....

Develop a programme of activities based in community facilities.

### We did

The Knowsley Fun Olympics – an annual event for older people in Knowsley has been held in 2008, 2009 and 2010. The event is supported by weekly training sessions that run in localities.

A Mystery Shopper programme was developed and put into operation throughout 2009/10. Further mystery shoppers have been identified and are being developed for 2011.

Increased numbers of older people throughout 2009/10 participated in leisure activities through various initiatives such as the extended Activity for Life programme, Fun Olympics and the subsidised swimming scheme.

For information on how to become involved with the Fun Olympics please contact KOPV on **0151 443 4875**



## Section 11

# Theme 8

## Communication

### You said we need to....

Co-ordinate the information on activities and services available for Older People.

Develop a system for Older People to feed into the work of the OPPB and theme action plans.

### We did

The popular OOP's, booklet was revised, reprinted, and circulated in 2010 following funding, identified by OPPB partners.

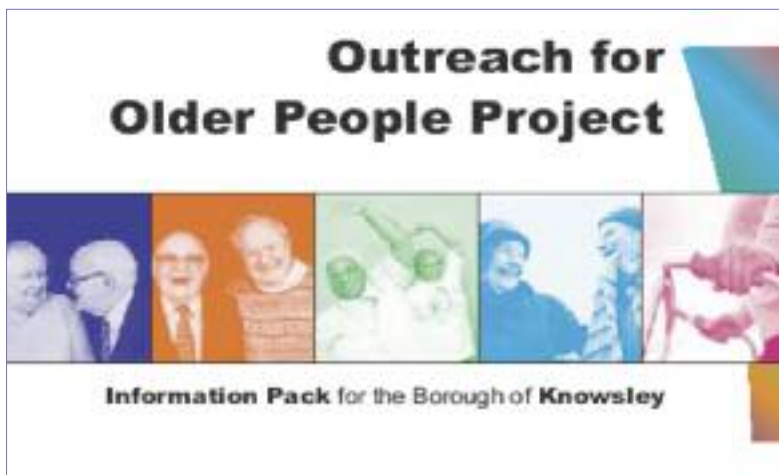
Developed the KOPV website and magazines.

A schedule of events is agreed annually to update KOPV on the work of the Theme groups and to gather their opinion of work to date.



If you would like to be heard and add your comments to the development of services for older people in Knowsley please contact the Knowsley Older Peoples Voice Team on **0151 443 4875**. Visit KOPV at [www.kopv.org.uk](http://www.kopv.org.uk)

If you would like to see a copy of the refreshed theme Action Plans for A Positive Age 2011-2013, The Older Peoples Strategy for Knowsley, please contact Patricia Drohan, **0151 244 3377**, or visit the OPPB link on [www.knowsley.gov.uk/families/social-care-and-health-service/adults-and-older-people/older-peoples-partnership](http://www.knowsley.gov.uk/families/social-care-and-health-service/adults-and-older-people/older-peoples-partnership)



A Positive Age 2011-2013 is dedicated in memory of Jack Jones 1938 - 2010, devoted husband, father, grandfather, OPPB member, KOPV member, Secretary KPAIS and much more.



