



## **Strategy for Ageing Well**

**2015-2020**

**Action Plan**

## PRIORITY 1: COMMUNITY

Our older residents will have opportunities to be involved socially and economically in their communities so that they are not socially isolated or excluded.

### Outcome 1:

Older adults who are isolated from community life and feel lonely will be supported to take part in it

	<i>Project/Action</i>	<i>Amount of change We Expect to see – Headline Measures of Success</i>	<i>Lead Partner and Key Partners</i>	<i>Key Dates</i>	<i>Action Taken</i>
P1.1	Existing befriending schemes will be supported to grow and more befriending schemes, including friendship groups and group befriending, will be established where a need is identified	<ul style="list-style-type: none"> <li>- Number of befriending schemes established in Waverley</li> <li>-Number of people supported through befriending schemes</li> <li>-reduced loneliness and improved wellbeing of people supported by befriending schemes</li> </ul>	<p><b>Waverley Borough Council - Communities Team</b></p> <p>With Hambledon &amp; Busbridge Church and other faith groups, Clinical Commissioning Groups, voluntary sector groups, Age UK Surrey</p>	<p>Hambledon &amp; Busbridge Church Befriending Project funded through PPP from autumn 2014 until autumn 2017 (but project will be ongoing)</p> <p>This and other schemes will be continually developed based on need and saturation</p>	<p>PPP funding ceased.</p> <p>Council funding Making Connections service, figures provided through SLA. Supporting development of social prescribing model in Guildford and Waverley.</p>
P1.2	The Surrey County Council Timebanking initiative will be developed in Waverley to support and encourage the community to establish at least two Timebanks in Waverley including the Farnham and Godalming areas	<ul style="list-style-type: none"> <li>-number of Timebanks established</li> <li>-Number of people taking part in Timebanking</li> </ul>	<p><b>Surrey County Council - Adult Social Care</b></p> <p>With Waverley Borough</p>	<p>Timebanking project funded through PPP from autumn</p>	<p>Surrey withdrawn funding and support for Timebanks.</p>

		<p>exchanges/ befriended</p> <ul style="list-style-type: none"> <li>- Improved wellbeing of older people taking part in Timebanking</li> <li>- Number of organisations signed up to offer Timebanking opportunities</li> </ul>	<p>Council, voluntary &amp; faith sector groups, Clinical Commissioning Groups, Age UK Surrey</p>	<p>2015</p> <p>Timebanks will be continually developed based on need and saturation</p>	<p>Godalming Timebank ceased operating. Farnham Timebank model being reshaped in 2019 to ensure some continuation.</p>
P1.3	<p>Work with partners to continue the successful Waverley Arts Wellbeing programme such as the Keepsake reminiscence project, Vitamin G gardening project, Dementia Diaries, Singing for the Brain and intergenerational projects</p>	<ul style="list-style-type: none"> <li>- number of people accessing arts &amp; cultural activities that improve wellbeing</li> <li>- improved wellbeing of participants</li> <li>- number of volunteers/staff supported</li> </ul>	<p><b>Waverley Borough Council - Arts Development</b></p> <p>With Arts Partnership Surrey, Clinical Commissioning Groups, centres for older people, schools, Alzheimer's Society, Age UK Surrey, care home providers, voluntary sector groups, key arts providers including Farnham Maltings, Cranleigh Arts Centre, Creative Response</p>	<p>Programme initially funded through PPP from autumn 2013 until summer 2016 with the aim of sourcing other funding opportunities to continue</p>	<p>Activities continued whilst PPP funding in place – Keepsake, Dementia Diaries, Vitamin G, Seated Creative Dance. Cultural Strategy Action Plan identifies further delivery.</p>
P1.4	<p>The five major community centres, funded by the Council, that deliver services for older people (The Orchard Club, Brightwells Gostrey Centre, Age Concern Farncombe, Rowleys Centre for the Community, The Clockhouse) will continue to reach out to and access isolated older people and encourage them to participate in activities.</p>	<ul style="list-style-type: none"> <li>- number of people reached increases</li> <li>- number of people attending day centres</li> <li>- number of people participating in activities and accessing services increases</li> </ul>	<p><b>Waverley Borough Council - Communities Team in partnership with the Housing Floating Support Service</b></p> <p>With Surrey County Council Adult Social Care, centres for older people, Citizens Advice, Clinical Commissioning Groups, care home providers</p>	<p>Continue ongoing work</p>	<p>Partnership work and funding ongoing. Figures provided through SLA. The Orchard Club ceased operating in 2018. 3 year SLA agreed with Haslewey to deliver activities for people with higher needs in Haslemere.</p>
P1.5	<p>Older adults will have opportunities to volunteer and volunteering opportunities will be promoted</p>	<ul style="list-style-type: none"> <li>- number of people taking up volunteering opportunities increases</li> </ul>	<p><b>Voluntary Action South West Surrey</b></p>	<p>Ongoing delivery with the aim to increase the</p>	<p>Ongoing. Volunteer's week promoted annually</p>

		- improved wellbeing of people volunteering	With Waverley Borough Council, Surrey County Council Adult Social Care, Clinical Commissioning Groups, Sheltered Housing Schemes, Voluntary sector groups working with older people, local businesses	number of volunteers across the borough year on year	in June. Ongoing partnership with Voluntary Action SW Surrey to promote volunteering opportunities, figures provided through SLA.
P1.6	Promote awareness and support for individuals, organisations and communities to work towards a dementia friendly future for the Borough	-number of dementia friendly champions in Waverley	<b>Waverley Borough Council and Surrey County Council</b>	Ongoing	Farnham & Godalming DAA established during 2017.
P1.7	Support the development of the Farnham Memorial Hall, which will host services for older people including the Brightwells Gostrey Centre service and a Wellbeing Centre	-number of people reached increases -number of people accessing the Brightwells Gostrey Centre service -number of people accessing the new wellbeing centre -number of people participating in activities	<b>Waverley Borough Council</b>  With Brightwells Gostrey Centre, Surrey County Council Adult Social Care, North East Hampshire & Farnham CCG, voluntary sector groups working with older people	Memorial Hall development scheduled to start in early 2017	Memorial Hall opened in September 2018 and Brightwells Gostrey successfully relocated.
P1.8	Existing voluntary sector transport schemes will be promoted and the growth of new ones will be encouraged to meet client needs so that they can access vital services such as social activities, the shops, medical and hospital appointments	-use of volunteer transport schemes increases - more volunteer transport schemes established where needed -Hoppa Service Level Agreement monitoring - people feel less socially isolated and have access to vital services public and community services	<b>Waverley Borough Council and Surrey Community Action</b>  With volunteer transport schemes, Hoppa, Clinical Commissioning Groups	Continue ongoing work with current providers	Ongoing partnership and monitoring of Hoppa service through SLA. Volunteer transport schemes and Driving Miss Daisy promoted to residents. .

P1.9	We will proactively promote the transport needs of our residents through working with partners to improve the connectivity of the Borough and meet the needs of our unique rural community	<ul style="list-style-type: none"> <li>- participation in consultations</li> <li>- partnership working with voluntary &amp; public sector organisations including representation at local forums such as Health &amp; Social Inclusion Group, Older Persons Network</li> </ul>	<p><b>Waverley Borough Council - Economic Development Team</b></p> <p>With Clinical Commissioning Groups, Surrey County Council, Royal Surrey County Hospital, Surrey Fire &amp; Rescue Service and voluntary sector transport providers</p>	Ongoing	Ongoing through partnerships, and networks. Response to SCC consultation designed to help reduce its budget gap and support to Hoppa following proposed DfT changes.
P1.10	Consultations and reviews relating to services that affect older adults will be participated in such as the Surrey County Council review of residential homes for older people	- number of consultations & reviews participated in	<p><b>Waverley Borough Council</b></p> <p>With Surrey County Council, Clinical Commissioning Groups, Age UK Surrey, Public Health, Central Government</p>	Ongoing	Ongoing through partnerships at strategic level.
P1.11	Work with partners will continue through the Safer Waverley Partnership to ensure their work considers the issues and challenges affecting older people's wellbeing and contributes towards them feeling safer	<ul style="list-style-type: none"> <li>-identify emerging themes and issues for inclusion in the annual Safer Waverley Partnership Plan</li> <li>-annual Safer Waverley Partnership Plan reported to Community O&amp;S Committee</li> <li>-delivery of annual Safer Waverley Partnership Plan</li> </ul>	<p><b>Safer Waverley Partnership</b></p> <p>With Surrey Police, Surrey County Council, Surrey Fire &amp; Rescue, National Probation Service, Clinical Commissioning Groups</p>	<b>Continue ongoing work</b>	Ongoing. Relevant issues raised with Community Safety Officers.
P1.12	Anti-social behaviour will be proactively identified and managed using established partnership groups	- maintain low levels of anti-social behaviour	<p><b>Waverley Borough Council and Safer Waverley Partnership</b></p>	Continue ongoing work	Ongoing through Safety Waverley Partnership.
P1.13	Safeguarding within the Council and with partners and contractors will be promoted, such as mandatory dementia friendly training	<ul style="list-style-type: none"> <li>- staff training delivered for existing and new Council employees</li> <li>- safeguarding issues are reported through appropriate channels</li> </ul>	<p><b>Waverley Borough Council - Communities</b></p> <p>With Surrey County Council Adult Social Care and</p>	Continue ongoing work	Ongoing. Safeguarding policy updated October 2017. Safeguarding S11

		- contractors adopt the Council's Policy	Children's Services and contractors		Audit completed November 2018. Dementia Friends training for Police team completed.
P1.14	Increased engagement with neighbourhood watch schemes and residents associations	- number of schemes/associations that the Council works with - people feel safer in their homes and community	<b>Safer Waverley Partnership</b>  With Waverley Borough Council Housing and Emergency Planning	Establish increased engagement by autumn 2019	Information circulated within Waverley and to Councillors. Neighbourhood alerts circulated by police team. Residents encouraged to sign up to In the Know.
P1.15	Extend the coverage and range of physical activities for older people such as falls prevention, walks for health and Fit for Life	- number of classes held - number of people attending classes - improved physical wellbeing of participants -reduced number of falls	<b>Waverley Borough Council - Leisure</b>  With Places for People, GPs, Public Health, Surrey County Council Adult Social Care, community centres, care home providers	Continue ongoing work and aim to source other funding opportunities, including Places for People, to continue	Ongoing. New classes include Lets Get Steady and OTAGO. Increased provision at Borough Hall. New class at The Clockhouse. Dementia Walking Group starting in Farnham 2019.
P1.16	We will work with partners to deliver localised joined up support that connects people to services and their community, including projects such as Farnham Making Connections	-number of community connection initiatives/projects established -number of GPs involved in the services -number of referrals for support/ - number of people and organisations using Waverley Community Walk online mapping tool	<b>Waverley Borough Council – Communities and Housing Floating Support Service</b>  With GP practices, Clinical Commissioning Groups, Public Health, Age UK Surrey, Guildford Diocese, Citizens Advice Waverley, voluntary sector groups	First community connection model established in August 2015. Project funded through PPP. Ongoing work if funding is available and until the need is met.	Making Connections extended across borough, Café Culture groups established in Cranleigh and Farnham. Supporting development of social prescribing

					model in Guildford and Waverley. Lets Get Steady sessions promote community services.
P1.17	More accessible health checks as part of the NHS Health Check Programme to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia for people up to the age of 74 will be carried out at accessible venues such as leisure centres, community centres and local businesses	-more people access health checks locally to prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia	<b>Public Health</b>  With Waverley Borough Council, Clinical Commissioning Groups, Places for People	Continue ongoing work	Health checks offered in all four population centres and figures provided by Places Leisure on monthly basis. Health checks offered to Council staff during Health and Wellbeing week.

## PRIORITY 2: REMAINING INDEPENDENT AT HOME

Our older residents will have access to services, practical help and support to help them live in and run their own home.

### Outcome 1:

#### Older adults will be provided with appropriate and sustainable housing

	<i>Project/Action</i>	<i>Amount of Change We Expect to See – Headline Measures of Success</i>	<i>Lead Partner and Key Partners</i>	<i>Key Dates</i>	<i>Action Taken</i>
P2.1	The Housing Options service, which provides homelessness advice, manages the Housing Needs Register and allocates Council homes, will support older residents with information and advice about their housing rights and other housing issues, including sheltered housing.	-number of older people accessing the service -number of people housed to meet their needs	<b>Waverley Borough Council – Housing (including the Floating Support Service)</b>  With Citizens Advice Waverley, Age UK Surrey, Surrey County Council Adult Social Care	Ongoing statutory service	Ongoing support provided. Regular liaison with Citizens Advice team. Floating Support ceased 2016 and Easymove service ceased 2017. Senior Living schemes promoted locally. Tenant Involvement Officer provides continued support.
P2.2	Extend the Easy Move service to support more Council tenants and residents in private housing to move to accommodation better suited to their needs	-number of vulnerable residents supported accessing the service -number of people supported to move -improved wellbeing of vulnerable older tenants supported	<b>Waverley Borough Council – Housing (including the Floating Support Service)</b>  With Citizens Advice Waverley, Age UK Surrey, Surrey County Council Adult Social Care	Service funded through PPP from March 2014 until March 2017  Service will extend from supporting Council tenants only to all	Easymove service ceased and Easymove Officer post deleted in 2017.



				residents from April 2016	
P2.3	The self-contained accommodation within the Council's sheltered schemes will support people aged 60 and over by offering independent living with support	-number of self-contained accommodation units -number of people living in self-contained accommodation units	<b>Waverley Borough Council – Housing</b>  With Citizens Advice Waverley, Age UK Surrey, Surrey County Council Adult Social Care	Ongoing service provided by the Council	Ongoing and vacancies promoted.
P2.4	The Older Person's Housing Needs Survey 2014 will be effectively implemented	-the needs of older people inform the development of planning policy through the Local Plan - gaps in housing provision for older people for market and social providers are identified - housing needs of older people inform planning applications, planning decisions and appeals	<b>Waverley Borough Council – Planning and Housing</b>	Ongoing implementation of the outcomes of the Survey	Housing Strategy 2018-2023 published. Local Plan Part 1 adopted by Council February 2018.
P2.5	Older people will have access to trusted organisations that deliver home help services such as the Red Cross hospital exit scheme, gardening schemes, handyman, to help them maintain and live in their homes	-number of people using the handyman service delivered by Age UK Surrey -number of people using the gardening service delivered by Age UK Surrey -number of people accessing the Waverley Gardening Project	<b>Age UK Surrey</b>  With Waverley Borough Council Communities, Housing, Citizens Advice Waverley, Surrey County Council Adult Social Care	Continue ongoing work  Waverley Gardening Project funded through PPP from September 2014 to September 2015	PPP funding ceased in 2016. New gardening project established by Housing service in April 2018. Age UK Surrey Help at Home available across the borough. New Handyman service available from January 2019 through Care and Repair team.
P2.6	The partnership with the Royal Voluntary Service Meals on Wheels will be reviewed, in order to meet the changing needs of our older residents	-review of Meals on Wheels service carried out	<b>Waverley Borough Council - Communities</b>	Complete review by winter 2015 for	Review completed and new Community Meals

		<ul style="list-style-type: none"> <li>- review of Service Level Agreement arrangements and terms</li> <li>-Number of older people use the Meals on Wheels service</li> </ul>	With Surrey County Council Adult Social Care, Meals on Wheels, Age UK Surrey	consideration by Council Committee	Service started in January 2017 across the borough.
P2.7	Extend and promote the Surrey Trading Standards and Checkatrade partnership to raise awareness of this 'double' accreditation scheme	-deliver a campaign to promote the Trading Standards Checkatrade partnership	<b>Surrey County Council – Trading Standards</b>  With Waverley Borough Council Communities, Age UK Surrey , Citizens Advice Waverley	Deliver campaign by Summer 2017	Scam information provided to people attending Lets Get Steady.
P2.8	Older people will be supported to access digital devices and digital inclusion projects	<ul style="list-style-type: none"> <li>-deliver a digital inclusion pilot project to improve links between sheltered schemes and centres for older people</li> <li>-number of digital inclusion sessions delivered</li> <li>-number of people taking part in the sessions</li> </ul>	<b>Waverley Borough Council - Communities and Housing</b>  With voluntary sector partners including Drop By, centres for older people, sheltered housing schemes, care home providers	Digital inclusion project funded through PPP with funds allocated for 2015/16	PPP funding ceased.  Digital inclusion project at Senior Living Schemes with buddies trained 2015/16. Computer classes offered at day centres.
P2.9	The Care and Repair service will be promoted so that more people living in their own home or rent privately are supported to make their homes more suitable and comfortable	<ul style="list-style-type: none"> <li>-more people, with an entitlement, are supported by the service</li> <li>-more people remain in their homes for longer</li> </ul>	<b>Waverley Borough Council - Care and Repair</b>  With Surrey County Council Adult Social Care, Citizens Advice Waverley, Age UK Surrey	Continue ongoing work	Ongoing. Promoted through the Falls Steering Group, Frailty Forum, social prescribing and through ongoing partnerships. . Also at Lets Get Steady, represented at community engagement event

					in Cranleigh November 2018.
P2.10	The Careline and Telecare services will be promoted to increase usage and raise awareness of the service	-more people use the Careline and Telecare services -people remain in their own homes for longer	<b>Waverley Borough Council – Communities</b>  With Surrey County Council Adult Social Care, Citizens Advice Waverley, Age UK Surrey, sheltered housing, GPs, hospitals	Continue ongoing work	Ongoing Promoted through the Falls Steering Group, Frailty Forum, social prescribing and through partnerships. . At Lets Get Steady falls prevention sessions, represented at community engagement event in Cranleigh November 2018. Monitoring information collected.

## PRIORITY 3: ACCESSING INFORMATION AND SUPPORT

Our older residents, including those with additional needs and their carers will have access to clear, trustworthy advice and information that will help them remain independent and in control of their lives.

### Outcome 1: Older people with additional needs will be supported

	<i>Project/Action</i>	<i>Amount of change We Expect to see – Headline Measure s of Success</i>	<i>Lead Partner and Key Partners</i>	<i>Key Dates</i>	
P3.1	Older adults living with additional needs ( specific health conditions, dementia, mobility difficulties, neurological conditions) will be supported through community projects such as Dementia Diaries and Singing for the Brain	-number and type of community projects delivered -number of people accessing the projects -improved wellbeing of people taking part in the projects	<b>Waverley Borough Council - Arts Development</b>  With Surrey Arts, Alzheimer’s Society, Clinical Commissioning Groups, care homes, day centres, Age UK Surrey	Programme initially funded through PPP from autumn 2013 until summer 2017 with the aim of sourcing other funding opportunities to continue	Activities continued whilst PPP funding in place – Keepsake, Dementia Diaries, Vitamin G, Seated Creative Dance. Relationship with Arts Partnership Surrey identifies future opportunities.
P3.2	Continue to develop an Integrated Care approach by working together with a range of partners to address a shared leadership challenge to foster deeper collaboration a and make connections with partners and support the care needs of our older residents	-‘Waverley Cares’ campaign to increase profile & status of care work in Waverley -Waverley Cares film project -improve pathways to care recruitment	<b>Waverley Health and Wellbeing Partnership Board</b>  Surrey County Council Adult Social Care, Clinical Commissioning Groups, police, local businesses	Continuation of Systems Leadership Programme and projects identified through this work	Waverley Cares project completed. New models of care being developed through the

		<ul style="list-style-type: none"> <li>-promotion of Surrey-wide training &amp; development options</li> <li>-successful model of integrated working</li> </ul>			<p>Integrated Care Partnership. Closer relationships with CCG, health and adult social care through Lets Get Steady. Surrey-wide training promoted to SLA partners.</p>
P3.3	<p>The range and accessibility to information and advice will be developed so that older people are aware of the type of support available to them and have a choice of how they access this information</p>	<ul style="list-style-type: none"> <li>-development of an information leaflet for older people</li> <li>-development of an interactive community asset map</li> <li>-number of organisations adding their own information to the community asset map</li> </ul>	<p><b>Waverley Borough Council - Communities</b></p> <p>With Surrey Information Point, Clinical Commissioning Groups, Voluntary Action South West Surrey, Public Health, Age UK Surrey, Citizens Advice Waverley</p>	<p>Information leaflet distributed by summer 2018</p> <p>Continue ongoing work to develop the community asset map</p>	<p>Community Asset map replaced with Interest.Me for each population centre. Information about services developed within Falls Pack winter 2018 with 5,000 distributed across Waverley and Guildford. Information provided at Lets Get Steady sessions . Surrey Information Point updated. New Age UK Surrey Information and Advice office</p>

					opened in Godalming in Spring 2018 and leaflet produced.
P3.4	An online downloadable information pack will be developed, which will contain up-to-date information on support and services for older people that will also link with the community asset map	-an up-to-date information pack produced and available to download on the Waverley website	<b>Waverley Borough Council - Communities</b>  Voluntary and statutory sector partners	Information pack available on website by summer 2018 and regularly reviewed so that it is up to date	Information included in the Falls Prevention Guide. Distributed to GP surgeries, health practitioners and community groups.
P3.5	By working with local businesses and employers, adults nearing retirement will be prepared for ways to stay active and make use of their skills in the community	-information pack for people coming up to retirement developed -increase in number of people taking up volunteering and timebanking opportunities	<b>Waverley Borough Council - Economic Development</b>  With Local Chambers of Commerce and businesses, Voluntary Action South West Surrey	Information pack developed by Spring 2017	Information provided through the new Business E Newsletter. Future work through the new Economic Development Strategy to create opportunities to promote CRS and working with voluntary sector.
P3.6	Older adults will be signposted to relevant agencies for information and advice as part of services provided by statutory and voluntary organisations such as the Floating Support Service, Integrated Care work etc.	-number of people accessing the Floating Support Service -number of older people accessing Citizens Advice Waverley	<b>Waverley Borough Council – Housing and Communities</b>  With Surrey County Council, Clinical Commissioning Groups, Age UK Surrey,	Continue ongoing work	Ongoing Continue to raise awareness about preventative services with

		<ul style="list-style-type: none"> <li>-improved wellbeing of people using these services</li> <li>-number of people accessing community connections projects</li> <li>-number of people accessing Age UK Surrey</li> </ul>	Citizens Advice Waverley and voluntary sector partners		partners and voluntary organisations. Continued partnership with Citizens Advice and Age UK Surrey, figures provided through SLA. Floating Support service ceased 2016.
P3.7	Activities and services will be developed with partners to provide support and respite time for carers	<ul style="list-style-type: none"> <li>-deliver a pilot project to support carers</li> <li>-carers have improved mental health and wellbeing</li> <li>-case studies</li> <li>-number of opportunities for carers to have respite</li> <li>-consultation and work with partners and residents</li> </ul>	<b>Surrey County Council Adult Social Care</b>  with Waverley Borough Council, Clinical Commissioning Groups, befriending projects, Carers Support Waverley, Surrey Young Carers	Actions and outcomes being shaped through the Waverley Cares programme during spring/summer 2015 and a pilot project will be delivered in 2015/16 and 2016/17, dependent on funding	Leisure centre staff have all been trained as part of a 'carer friendly' brand. Carers accepted on Access to Leisure Scheme. Further work to be identified to support carers, particularly older carers.
P3.8	Peer support networks and events will be encouraged and developed	<ul style="list-style-type: none"> <li>-representation at Older Person's Network, Care Home Forum, Waverley Services for Older People Group, Waverley Day Centre Managers Group, Voluntary Action SW Surrey Volunteer Network groups</li> </ul>	<b>Waverley Borough Council</b>  With voluntary sector and statutory partners, befriending schemes	Continue ongoing work	Ongoing Continued partnership with Voluntary Action SW Surrey to hold volunteer network meetings, Older Person's Network and ongoing

					relationships with day centres. Frailty Forum, Falls Steering Group.
P3.9	Activities will be developed with our Leisure contractors, Places for People, to develop a 'carer-friendly' brand	-Activities and 'carer friendly' brand developed -improved wellbeing of carers -case studies	<b>PfP Leisure</b>  With Waverley Borough Council Leisure team	Carer Friendly brand developed by Winter 2016	All staff trained and carers accepted on Access to Leisure Scheme

Some of the data collected to measure the success and outcomes of projects/actions within the Action Plan will be aligned to relevant Public Health Outcomes Framework indicators and outcomes. Appropriate indicators will be agreed with Public Health as part of this new way of working.

Key:

PPP = Personalisation, Prevention and Partnerships Fund

Clinical Commissioning Groups = North East Hampshire & Farnham CCG and Guildford & Waverley CCG