

**Appendix A - Age-friendly places - information collection exercise - outcomes**

*"In practice, an 'age friendly' community is one where local people have decided their priorities to better support people as they age. These can include physical design, promoting better access and mobility, promoting people's social engagement and developing support and relationships between the generations. The most important aspect in creating an age friendly community is taking an integrated approach to thinking about the places where people live and how best to promote older people's wellbeing and engagement with their physical and social environments."*

Age Friendly place domain	Age Friendly places will:	What are we already doing in support of this aim?	What more are we planning to do in the next year?
<p><b>Feeling well</b>                      We want everyone in later life to be able to enjoy life and feel well.</p>	<ul style="list-style-type: none"> <li>• Commit to ensuring that all aspects of planning, policy and practice consider the social inclusion of people in later life.</li> <li>• Support neighbourhood networks which promote social connections and ageing well for a growing diversity of older people, including those otherwise unable to get out and about.</li> <li>• Enable collaborative solutions and 'community networks' which enable social contact, easy access to information, advice, advocacy, activities and opportunities for participation, health and wellbeing.</li> <li>• Have respectful and inclusive attitudes towards later life, treating older people as full citizens, creating opportunities for intergenerational contact</li> </ul>	<p><b><u>Solent NHS Trust</u></b></p> <p>The sexual health service produced a health and wellbeing community leaflet that was distributed to all age groups via food banks.</p> <p>The Special Care Dental Service worked with Portsmouth University on a virtual reality headset model which enables healthcare workers to understand what it feels like to be a person living with dementia, and supported staff to use this insight to create respectful and inclusive environments for patients coming into settings.</p>	<p><b><u>Solent NHS Trust</u></b></p> <p>HIOW Sexual health service are participating in a research evaluation around sexuality, sexual wellbeing and its important to wellbeing in later life with priorities including:</p> <ul style="list-style-type: none"> <li>- Understanding and removing barriers and stereotypes about ageing and sex, which can lead to feelings of shame and unwillingness to seek help for sexual problems</li> <li>- Reducing STIs in the older age group</li> <li>- Supporting the older population to seek help where required for sexual</li> </ul>

	<p>and mutual support, and fostering positive attitudes to ageing.</p>	<p>Adult mental health services support patients across a range of needs, including helping with benefits, employment and volunteering opportunities, and ensuring that patients and their families are fully involved in assessment and treatment options.</p> <p><b><u>Portsmouth City Council</u></b></p> <p>Through the Public Health team, work has been underway to recognise the power that communities have in understanding their own health and wellbeing needs, and to work with communities respectfully in addressing these areas. This has been through:</p> <ul style="list-style-type: none"><li>- Delivery of Live Well Events and the Community Champions Network to provide help and support to local residents in community settings, thereby improving accessibility</li></ul>	<p>problems and improving knowledge and access to sexual health services at a local level to older communities</p>
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		<p>and availability of support in more deprived communities.</p> <ul style="list-style-type: none"><li>- Working towards improving social connectedness, alongside HIVE Portsmouth.</li></ul> <p><b><u>Age UK</u></b></p> <p>Age UK Portsmouth's mission is to help adults in Portsmouth, South and East Hampshire enjoy a better quality of life, with a specific focus on all aspects of maintaining independence as we grow older.</p> <p><b><u>University of Portsmouth</u></b></p> <p>The University has a general commitment and ambition to be a civic university.</p> <p>The University runs dementia awareness sessions as part of the equality and diversity training in offer to staff to promote a more dementia-friendly community.</p>	<p><b><u>Age UK</u></b></p> <p>Age UK Portsmouth aims to oversee sustainable services operations enabling sustainable charitable outcomes whilst achieving greater numbers of people benefitting from AUKP support.</p>
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		<p>The School of Health and Care Professions is working with Age UK to evaluate the Close Encounters service, which supports people experiencing loneliness and isolation. This service aims to support people in finding sustainable solutions to social participation, as well as offering information, advice and advocacy.</p> <p>We encourage public involvement in research, innovation and education activities, and SHCP maintain a list of interested older public members who are invited to get involved in such activities.</p> <p><b><u>Voluntary and Community Sector Partners</u></b></p> <p>The Portsmouth Pensioners Association (PPA), run by pensioners for pensioners, send deputations to PCC, speaking in person at council meetings on matters which concern the elderly in all aspects of planning, policy and practice which consider the</p>	<p><b><u>Voluntary and Community Sector Partners</u></b></p> <p>PPA will continue to make representation to improve the lives of Portsmouth residents in general, who in turn are our future pensioners. PPA are keen to collaborate on all aspects of an Age Friendly City.</p>
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		social inclusion of people in later life.	
<p><b>Active communities</b> Everyone should be able to be active and participate in their community whatever their age.</p>	<p>Enable people to participate in economic, social and civic activities, ensuring older people are involved in decision making which affects their lives. This supports the wider community by making services easier to access.</p> <ul style="list-style-type: none"> <li>• Offer a choice of employment, volunteering and life-long learning opportunities for older people, flexible enough to address disability or caring responsibilities, and enable those who want to work in later life to have an income.</li> <li>• Have accessible, affordable and integrated transport options, including forms of community transport, to ensure older people can get where they want and need to go.</li> </ul> <p>Ensure public places and green spaces are accessible for older people, including access to public seating and toilets, and street safety is improved by level pavements, adequate crossing times and street lighting.</p>	<p><b><u>Portsmouth City Council</u></b></p> <p>Working with air quality clinical champions to support residents with respiratory conditions, including developing an anti-idling campaign with Cosham Park House Surgery.</p> <p>We continue to work with colleagues across the wider health system on access to services and held a Community Pharmacy Summit in November 2023 to better understand the challenges being faced.</p> <p><b><u>Age UK</u></b></p> <p>Age UK Portsmouth aims to support positive partnership working, engagement and relations across the Age UK</p>	<p><b><u>Portsmouth City Council</u></b></p> <p>Developing and Athletic Skills Garden in Landport - when build ins complete next year, focused sessions are planned with older age groups.</p> <p>Support community pharmacies in the city through progressing areas heard in the Portsmouth Community Pharmacy Summit and strengthening their visibility in being key to primary care provision.</p> <p><b><u>Age UK</u></b></p> <p>The Close Encounters service is designed to improve the quality of life for lonely and isolated older people. It offers free practical support through a</p>

	<ul style="list-style-type: none"><li>• Allow communities places and spaces where diverse people of all ages can meet.</li><li>• Ensure easy access to essential services such as post offices, bank branches and community pharmacies, especially for those not able to access these services online.</li></ul>	<p>Network, achieving greater ability to support people in later life.</p> <p>Digital Champions volunteers meet people either in their home or within a group setting in which individual needs and learning timescales are adjusted to suit personal requirements.</p> <p>The Tablet Library Scheme enables borrowing of a tablet with internet connectivity for a fixed period of time, usually 6-8 weeks, supported by a Digital Champion throughout. The scheme is designed to allow trialling of the digital experience, learn the basics and then to be able to make an informed decision about whether or not an individual would wish to purchase their own device and connection.</p> <p><b><u>University of Portsmouth</u></b></p> <p>The University is working with PCC to develop the first Skills Garden in the country.</p>	<p>guided conversation and personal goal setting and achievement.</p> <p>Age UK Portsmouth and Gosport Voluntary Action have been awarded funding from the National Lottery's Community Fund and have worked in partnership with South-Central Ambulance Service and the University of Portsmouth to reduce loneliness and social isolation amongst older people. This is a 3 year project that aims to alleviate pressure on ambulance services by supporting older, frequent callers with no medical need. Our aim is to enhance quality of life by improving access to community support, companionship, information, advice and advocacy services. Our dedicated team meet with the older person on a one-to-one basis, discuss their wants and needs and develop a plan to reduce a person's loneliness. This could be in a range of</p>
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		<p><b><u>Voluntary and Community Sector Partners</u></b></p> <p>PPA have campaigned for cheap, reliable transport, sufficient benched for resting in shopping centres and covered bus shelters with seating, and access to suitable public toilet facilities. The PPA have actively campaigned against the withdrawal of free bus passes and the threat of ticket office closures. PPA are campaigning on alternative means of accessing services of filling in forms for those who don't have access to computers or smart phones. PPA have also campaigned or ramps for wheelchairs, mobility scooters and prams to access the beaches at Southsea, and have raised the</p>	<p>different ways such as providing information on friendship groups and social activities close by, and even accompanying the older people to these places for a short while.</p>
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		council's awareness of uneven and broken pavements. PPA have raised concerns over closures of banks, post offices and building societies.	
<p><b>Enough money</b> Everyone should be able to have enough money to live well in later life.</p>	<ul style="list-style-type: none"><li>• Ensure older people are able to access joined-up information, advice and advocacy, across all sectors and the community.</li><li>• Work in partnership across statutory and voluntary sectors and with communities to ensure that everyone who is entitled to extra support actually receives it.</li><li>• Work in partnership with banks and other services to provide face-to-face facilities in the community, promote digital inclusion and ensure older people can benefit from online savings.</li><li>• Encourage leaders in local businesses and other organisations to employ older workers, making the most of their skills and knowledge.</li></ul>	<p><b><u>Solent NHS Trust</u></b></p> <p>The Trust supports a retire and return policy to enable people to make good economic choices about later life but also to retain skills and enable older people to keep contributing their expertise and knowledge.</p> <p><b><u>Portsmouth City Council</u></b></p> <p>Development of the Cost of Living Hub, helpline and support offer - working with other partners including Age UK to support elderly residents struggling with financial hardship.</p> <p>Administration of the Household Support Fund, with a focus on providing support for basic needs.</p>	<p><b><u>Portsmouth City Council</u></b></p> <p>Continuation of the Cost of Living hub and support offer, and mitigation of reduction in Household Support Fund.</p>



		<p><b><u>Age UK</u></b></p> <p>Age UK Portsmouth provides free, independent and confidential information and advice on a wide range of issues affecting people over 50 in Portsmouth and the local area, including help with welfare benefits and entitlements and other money matters. Benefits enquiries are one of the most common requests, and last year the service helped claim over £1.3m in benefits for older people living in the Portsmouth area.</p> <p><b><u>Voluntary and Community Sector Partners</u></b></p> <p>PPA regularly remind members that they may be eligible for unclaimed benefits such as pension credit, attendance allowance and advise on filling in forms, and co-operate with local Age UK on all of the issues mentioned.</p>	<p><b><u>Age UK</u></b></p> <p>The advice offer is a forever offer as part of the core goals for Age UK:</p> <ul style="list-style-type: none"><li>- Stamp out poverty</li><li>- Support financial independence</li></ul> <p>Age UK deliberately links the information and advice offer to every funded and paid for service that we operate, to best ensure that everyone we talk to is offered a benefits check as a minimum.</p>
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## Safe at home

Everyone in later life should feel comfortable, safe and secure at home.

Include ageing in their housing and planning strategies, building to lifetime home standards.

- Provide a wide range of accessible and affordable quality housing options for older people to remain independent and connected to their communities.
- Provide ready access to aids, adaptations and assistive technology to help people maintain their independence at home as their needs change.
- Tackle fuel poverty, cold homes and the resulting health impacts by addressing damp, poor housing conditions and energy inefficiency in existing housing stock.
- Consider how housing and neighbourhood strategies can help discharge duties under the *Care Act*, *Equality Act* and *Human Rights Act*.
- Enable partnership working between social services, public health, trading standards, the police, banks, Royal Mail, the voluntary sector and Neighbourhood Watch schemes to prevent older people being scammed and to support people who are victims of scams.

### Portsmouth City Council

The City Council continues to own and manage sheltered housing and Supported Housing portfolio stock (managed by the housing service) and the extra care accommodation managed by ASC. Access to the Supported Housing Stock is collaboratively managed by the Housing Service and Adult Social Care.

The Local Plan will include a housing needs assessment for the City which will inform and shape older persons accommodation going forward.

The Homelessness Strategy 2024-2029 will launch in January 2024, and is likely to include work to support more movement within the city for residents wishing to downsize, and we will be seeking to strike the right balance between supporting residents to remain independently living in properties whilst recognising that for some there may be a need to

### Portsmouth City Council

Launching a new Homelessness Strategy in January 2024.

The authority have undertaken a stock review of the Sheltered and Supported Housing Portfolio and engaged with specialist architects to gain a greater understanding of the link between effective housing provisions and resident welfare, and are looking to include these insights in any future developments/refurbishments. When designing new property/developments, this is approached holistically with Social Care and NHS colleague involvement throughout.

		<p>move into accommodation better suited to their changing needs.</p> <p>The private sector housing team support residents to remain safe at home, and the relaunched "telecare" service now features a range of products and services available to all tenures. The service is designed to meet the needs of a wider range of adults who may not meet thresholds for social care, but may still require some support.</p> <p>The authority also provides home adaptations funded through the Disabled Facilities Grant.</p> <p>Development of the Warmth on Prescription pilot working with colleagues in primary care - targeting patients on GP lists aged 65 and over with respiratory conditions and who are living in housing with a lower energy performance certificate (EPC) rating and providing them with information on how Switched On</p>	<p>Warmth on Prescription Phase 2 will take place next year. On the other side of the coin, there is a need to consider the health and wellbeing impacts of climate change, including the development of heat mitigation plans.</p>
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		<p>Portsmouth could help them have a warmer home and save money.</p> <p><b><u>Solent NHS Trust</u></b></p> <p>As an organisation where staff are frequently visiting people in their homes, staff carry out a domiciliary risk assessment on an initial home visit and raise any concerns or issues with the appropriate agencies e.g. safeguarding, fire, carers.</p> <p><b><u>Age UK</u></b></p> <p>Age UK Portsmouth helps with those difficult jobs around the home, with a service designed to help those who may need a little extra help to maintain their independence at home. There is a team of Supporters ready to help with domestic chores and shopping, as well as offering companionship and assistance with day to day living both inside and outside the home.</p>	<p><b><u>Age UK</u></b></p> <p>An annual national Age UK activity that Age UK Portsmouth undertake is the delivery of a funded programme to assess home energy efficiency with a dedicated handyperson visiting to provide useful tips on saving energy and to install practical equipment into people's homes.</p>
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<p><b>Quality health and care</b></p> <p>All of us should be able to access quality</p>	<ul style="list-style-type: none"><li>• Enable integrated care and effective collaboration between different statutory and voluntary agencies, developing 'Home from Hospital' schemes and supporting services from the voluntary sector to prevent re-admission.</li><li>• Enable people to manage their long-term conditions and to live</li></ul>	<p><b><u>Solent NHS Trust</u></b></p> <p>Domiciliary visits where applicable for patients who are unable to come into clinics.</p> <p>Solent teams support people at home with long term conditions</p>	<p><b><u>Solent NHS Trust</u></b></p> <p>Review clinics around accessible access for patients.</p> <p>Further work towards a more neighbourhood/Primary Care</p>

<p>health and care support as we age.</p>	<p>independently as long as possible, accessing community and voluntary activities and services, including practical help at home and cultural activities to enhance wellbeing.</p> <ul style="list-style-type: none"><li>• Promote full age equality across Public Health, NHS and care services, ensuring that everyone is cared for according to their health needs and not their age.</li><li>• Co-produce Joint Strategic Needs Assessments (JSNAs) and Health and Wellbeing Strategies with the community and involve the voluntary sector in addressing the health and wellbeing needs of later life, including reducing inequalities.</li></ul>	<p>and the development of the Community Health Campus at St Mary's Hospital will help improve access to services.</p> <p><b><u>Portsmouth City Council</u></b></p> <p>Prevent illness before individuals get unwell as part of a healthy ageing approach, starting in mid-life and continuing into older age. This includes addressing risk factors for long-term conditions and dementia, supporting individuals with a holistic approach based on behaviour change principles through delivery of the Wellbeing Service and in leading strategic direction for partners across the city in addressing risk factors of smoking, physical inactivity, excess weight, excess alcohol and poor mental wellbeing.</p> <p>Working collaboratively between Public Health and the ICB, we have developed a Portsmouth cardiovascular disease prevention</p>	<p>Network model across all community services.</p> <p><b><u>Portsmouth City Council</u></b></p> <p>There will be a local (and national) focus in 2024 on stop smoking which will build on existing work of Wellbeing Service, Trading Standards, and communications. Smoking remains a leading cause of preventable death and illness for Portsmouth residents.</p> <p>Supporting women to live well through menopause being a key focus in the Women's Health Plan, including through building peer support and social connection amongst women through group communications.</p> <p>Web resources relevant to the theme are being developed for the JSNA website.</p>
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		<p>plan based on a comprehensive approach of detect, improve, fair, prevent, including to better reach into communities and tackle inequalities.</p> <p>We are continuing to deliver an oral health in care homes initiative alongside the UoP Dental Academy.</p> <p><b><u>Age UK</u></b></p> <p>Up to 2023, Age UK Portsmouth has participated nationally in an annual NHSE-funded programme of winter pressures support. This involved enabling people to be able to come home from hospital, supported by our staff for a period of 6-8 weeks or less if mobile and confident.</p> <p>Age UK is a Portsmouth City designated Safe Space and is also a Warm Space, operating in a purpose built, fully-accessible building.</p>	
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		<p>As part of the care ethos, Age UK offer a one stop shop opportunity within the Bradbury Centre which includes professional feet and ear treatments, a hairdressing salon, a small second hand shop, a social activities area and a public café.</p> <p><b><u>University of Portsmouth</u></b></p> <p>A collaborative project funded by ARC Wessex involving the UoP is working with Adult Social Care to undertake a realist review of how different ways of collaborative/interprofessional working contribute to the care of older adults.</p> <p>An NIHR-funded project has been exploring how best to prevent pressure ulcers in the community and thus live independently and well.</p> <p>Staff in the School of Health and Care Professions and Psychology have been undertaking research around psychological and</p>	
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		<p>educational interventions for preventing falls in the community. Also working with University of Sussex in developing new multi-functional flooring to prevent and minimise the impact of falls.</p> <p><b><u>Voluntary and Community Sector Partners</u></b></p> <p>PPA campaigned for enabling bus pass users to extend the times they could be used for hospital appointments.</p> <p>The PPA offer a knitting group where attendees receive free refreshments in a warm and friendly environment.</p>	
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