

Older People's Strategy

May 2020 - May 2023



North East Derbyshire District Council



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*We don't stop playing because we grow old;
we grow old because we stop playing.*

George Bernard Shaw



Introduction

This document sets out the Council's vision and strategic priorities for supporting older people living in our District over the next 3 years and demonstrates our commitment to improving their lives and the opportunities available to them.

It considers various aspects of older people's lives including work and personal finances, health, access to leisure, safety, volunteering and social isolation and, alongside our other strategies, underpins the priorities identified in our Council Plan 2019-2023. It will inform how we will direct our limited resources to make the greatest positive impact for older people and contribute to our ambition to create a successful and sustainable District that will support people and communities to fully realise their ambitions.

The vision of this Strategy is:

A District where older people can live, work and visit with the confidence that they can access the opportunities, activities and high quality services required to independently maintain a good quality of life.

Our Aims for 2023 are:

- Informed Older People, able to harness opportunities available to them
- Independent Older People, able to maintain living standards suitable for their needs
- Included Older People, able to access services and community networks

With regard to issues which are outside of our area of responsibility but have an impact upon our residents such as transport, primary health care or social care services, we will work with our partners from other statutory and voluntary agencies to contribute where appropriate.

We understand that our communities have a wealth of expertise and capacity that can be tapped into and we want to explore how we can support and maximise this to address barriers to participation and inclusion and thereby improve the quality of life for our residents.

As part of the implementation of the strategy we will continue to listen to people who use our services and the wider community to ensure that these are right for older people in the District.

I would like to thank departments, residents and stakeholders that have worked with us to develop this strategy to ensure it reflects as many views as possible.

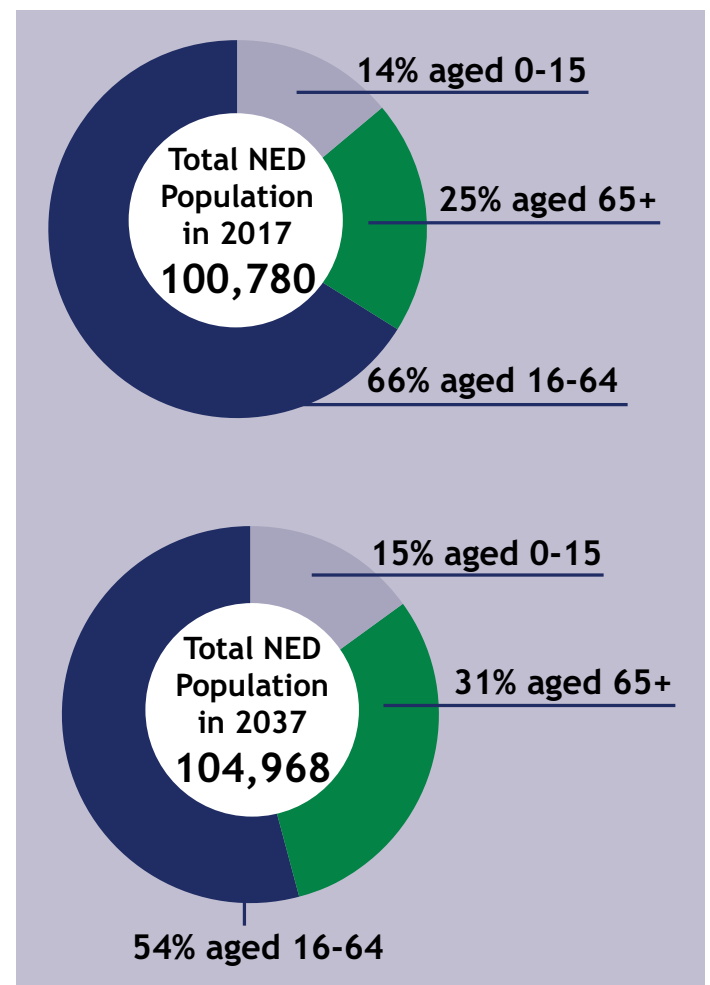
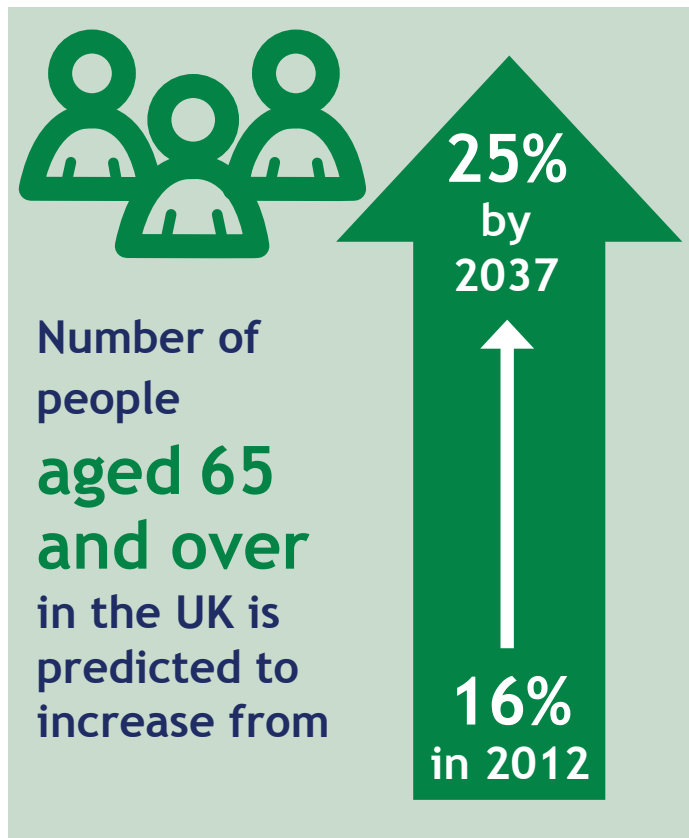
*Cllr Martin Thacker MBE,
Council Leader*



Older People in North East Derbyshire

We are now living longer than ever. The number of people aged 65 and over in the UK is predicted to increase from 16 percent in 2012 to around a quarter of the population by 2037. The number of people over 85, the oldest old, is the fastest growing age group and it is expected that within the next 5 years the over 65 population will outnumber children under the age of 5 for the first time since age records began.

This demographic change will affect all of us. Growing old in a society where more people are older will be very different to doing so in a society where more people are younger. It will affect how we approach and plan for our own old age and for the old age of our family members. It will impact on our working lives, economics, lifelong learning, housing and communities, families, care, health and wellbeing, and physical, social and technological connectivity.

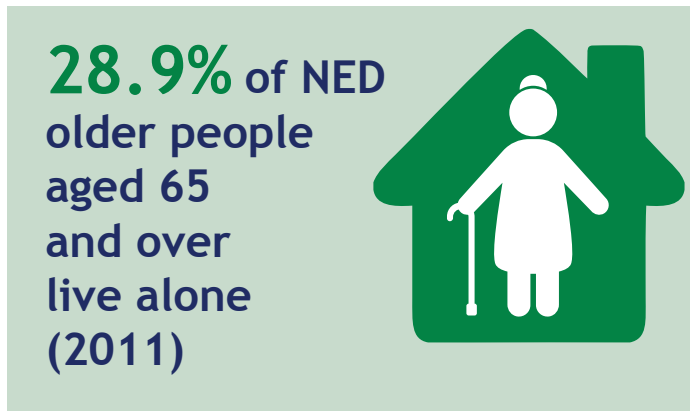




Being connected to others is something that many of us take for granted and these connections become more important as we age and become more reliant on other people, social activities and services. Having places and spaces that enable people to feel that they belong and can contribute to their community and that encourage older people to remain active will become more important as people's lifestyles change and traditional family structures become less common.

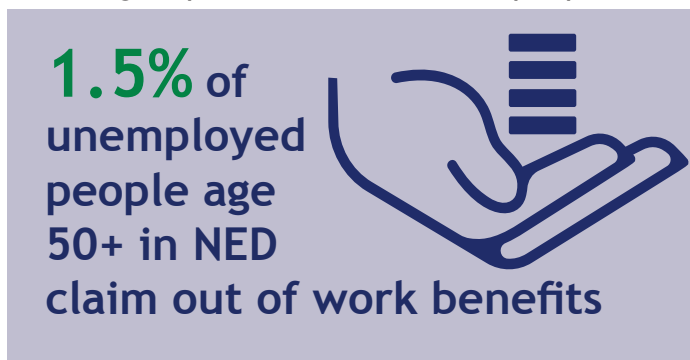
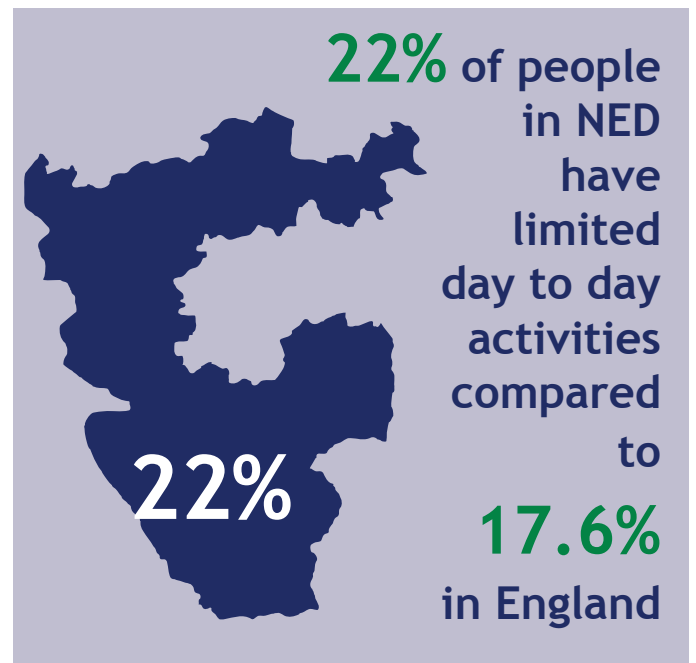
can work well for longer whilst meeting their commitments to family.

Our housing stock needs to provide growing numbers of older people with homes that they can live in safely and independently. Support to maintain and adapt existing homes alongside designing and building homes that can be modified to suit our changing needs means that people will be able to stay in their homes for longer with the flexibility to accommodate family members or carers thus reducing the demand for care provision.



Ageing will likely increase the total amount of ill-health and disability in the population, and this will be accompanied by a change in the nature of ill-health, with a shift away from acute illness towards chronic conditions, cognitive impairments and long-term frailty. In parallel, families and communities will play an increasing role in providing care services.

As the percentage of older people grows, their contribution will increase as workers, volunteers, taxpayers and carers. As a society, we need to recognise what older people have to offer and adapt how we view them. Increasing reliance on older workers requires a change in attitudes in the workplace to encourage and support people to stay in work by investing in training to keep their skill base up to date, and accommodating health issues or caring responsibilities to ensure people



Whilst ageing is inevitable, how well we age is not. Tackling issues such as social isolation, income-levels, poor health and inadequate housing will ensure that we are able to enjoy our extra years and all the opportunities they offer.



Vision and Policy Drivers

NEDDC's Council Vision is that the District is a place that is attractive, where people are proud to live and work, where they will prosper and be safe, happy and healthy.

Our aims are to enhance our residents' quality of life, protect and promote the character of the area, deliver high quality, cost effective services by engaging with our partners and our staff and growing our local economy.

To meet these broad aims for our older population we must undertake specific actions. However, as there is no accepted age definition of an older person in the United Kingdom, distinguishing the target population for this Strategy is an immediate challenge as age is a very personal issue for many people.

Someone may generally be considered an older person due to eligibility for some older age benefits or membership of age-defined clubs although we recognise these can differ for people, such as the state pension age or "senior" discounts offered by businesses or service providers. We recognise that people have very different life experiences, personal circumstances and aspirations but for the purposes of this Older People's Strategy we will focus on people who are of state pensionable age.

The vision of this Strategy is:

A district where older people can live, work and visit with the confidence that they can access the opportunities, activities and high quality services required to independently maintain a good quality of life.

We will work to achieve this by ensuring that we enable and support:

- Informed Older People, able to harness opportunities available to them
- Independent Older People, able to maintain living standards suitable to their needs
- Included Older People, able to access services and community networks

Making a Difference

This Strategy will inform how we will direct our limited resources over the next 3 years to make the greatest positive impact for Older People and contributes to our ambition to create a successful and sustainable District that supports all people and communities to fully realise their aspirations.

It considers various aspects of older people's lives including work and personal finances, health, access to leisure, safety, volunteering and social isolation and, alongside our other strategies, underpins the priorities identified in our 2019-2023 Council Plan.

The Council directly delivers a breadth of services, activities and support for our older residents and older people who work in or visit our District. However, we recognise that to make a substantial positive impact to the challenges which people face we must work closely and effectively with our partners from other statutory and voluntary agencies, businesses and from within the community.



Other Policy Drivers

There are few governmental strategies which specifically target Older People. However, there are many discussion papers and reports which recognise the ageing population and the challenge to evolve how services are provided as the lifestyles, capabilities and awareness of people changes over time.

Global Strategy and Action Plan on Ageing and Health

Produced by the World Health Organisation in 2017, the Strategy recognises the rapid population ageing that is occurring in almost every country and in order to harness the opportunities available to them there is a need to maintain good health into older age - actions to enable this are identified.

Future of an Ageing Population

Produced by the Government Office for Science in 2016, the report identifies the breadth of considerations required to ensure that people in later life are predominantly empowered, skilled and healthy to be able to contribute fully to society and the role that all agencies, whether employers, families, communities or service providers have to play to support people to make the appropriate choices to enable them to age well and live a happy, productive and fulfilling later life.

Ageing: The Silver Lining

Produced by the Local Government Association in 2015 the paper aims to identify the possible role for local government and local communities in addressing the challenges and opportunities that are presented by an ageing population. This includes harnessing the huge contribution that older people can make to the life of their local areas, mitigating future growing demand on council services, reducing health inequalities and preventing barriers to opportunities.

The State of Ageing in 2019

Produced by the Centre for Ageing Better, the report aims to provide an overview of what present-day life is like for people aged 65 and older today, and the prospects for people currently in their 50s and 60s, looking across four areas: work and finances, health, housing and communities.

Joined Up Care Derbyshire

Resource pressures on the health and social care system are major issues due to the ageing population: people are living longer but not always in good health, with the care they receive provided in different ways, whether at home, close to home in their own communities or in specialist care settings. The Derby and Derbyshire Sustainability and Transformation Partnership (STP) leads on the planning of care across the breadth of services including approaches which support residents to age well, address inequalities in health management and tackle wider determinants of health such as housing, education and air pollution management.



Derbyshire Older People's Housing, Accommodation and Support Commissioning Strategy, 2019-2035

The strategy recognises the range of needs and priorities of older residents and supporting them to live independently and ensuring that there is a range of accommodation to help people achieve this.

North East Derbyshire Local Plan

North East Derbyshire District Council's adopted Local Plan 2001-2011 sets out the Council's planning framework for development in the District and its emerging replacement for 2014-2034 identifies future development ambitions. The adopted Plan acknowledges the implications of an ageing population, including the requirement for specific housing and other infrastructure such as access to health services, cultural and leisure facilities, and the need to provide a reasonable mix of house types and sizes to meet the housing requirements of the whole community. The emerging Plan aims to meet the objectively assessed housing needs of the District ensuring there is an adequate mix of housing types, sizes and tenures to meet the needs of all sectors of the District's communities, including more family and affordable housing and job opportunities to attract and retain younger people to help rebalance the District's population profile and support sustainable economic growth.

In addition to the Local Plan are Neighbourhood Plans which enable town and parish councils or neighbourhood forums to work with the

communities they represent to create a formal planning document for their area.

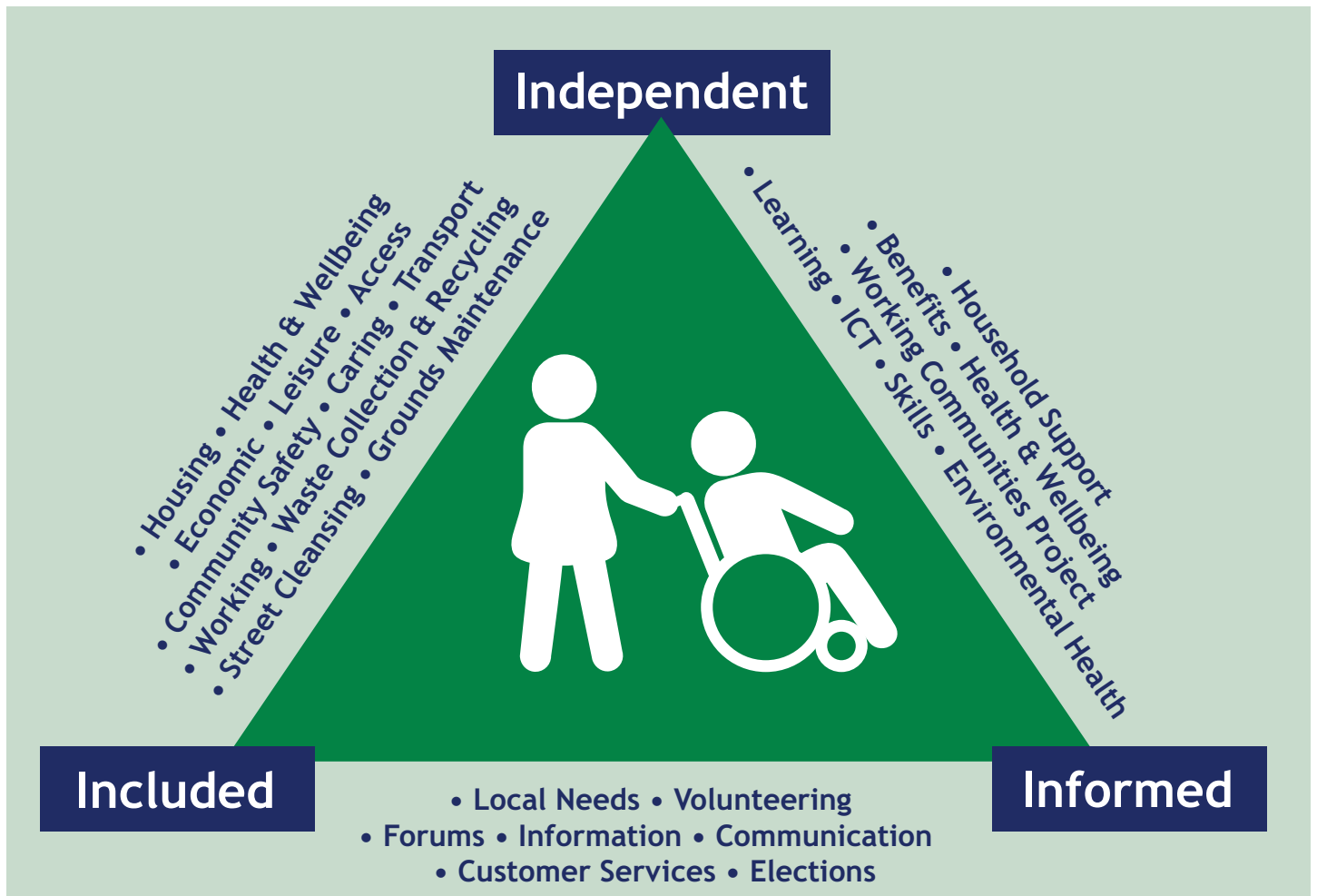
This gives communities greater ownership of the plans and policies that affect their locality and empowers them to take a direct role in shaping the future of their areas. The District currently has 6 adopted Neighbourhood Plans (Ashover, Brackenfield, Dronfield, Holymoorside & Walton, Wessington, Wingerworth) and one (Brampton) in development.

Healthy North East Derbyshire (HNED) Locality Plan

The HNED Partnership plans and delivers a range of public health programmes across the District. Taking a needs-based multi-agency approach so individuals become less reliant on health and social care services, the key focus of the Partnership reflects local demographic priorities: **"Older people, long term conditions and independence in the home."**

The HNED Partnership recognises the Silver Communities definition developed by the Council, which aims to provide interventions and support in areas which have a larger population of residents who are over 65, more single person pensioners and people providing unpaid care, and a higher than NED average of people with limiting long term illness or disability and prevalence of fuel poverty.

We recognise that many issue specific strategies and approaches delivered by the Council and its partners include sections regarding targeted interventions for Older People. These will be identified in the appropriate sections of this Strategy to show how we will contribute to their delivery.



The diagram above identifies our priorities from an older person-centric perspective, how we will focus on the specific issues and how we will work with other partners.

Delivering the Strategy

We are committed to delivering a breadth of interventions which will help us deliver our vision. They include a mix of existing services, planned and also aspirational actions which are reliant upon us changing how we use our existing resources and harnessing our opportunities for working with other partners and accessing additional funds.

These actions will be linked to existing Service Plans and reported through the Council’s existing performance management frameworks. In turn, these actions and services will adhere to the breadth of policies and procedures which are continually reviewed to ensure that our approach is fit for purpose for the benefit of our District.

We recognise that some of these services will be available to more than just our older residents and service users although by their nature it is understood that through age-related circumstances some of these will be used in greater numbers by these individuals.



Informed Older People:

able to harness opportunities available to them

Good, accessible information allows people to be aware of the services that are available and take control of their lives, by making informed choices.

The Council already uses a range of methods to inform all sections of the community and digital accessibility has transformed the way we obtain information, access services and communicate. As a general principle we take our responsibilities towards equality and diversity seriously and will ensure information about our services is available to all residents in a language and format they can understand and access.

We are continually working towards ensuring that our websites and online services are fully accessible to all. However, although increasing numbers of older people are able to access computer technology, digital exclusion is still a huge barrier for a large number and for those that are unwilling or unable to use online platforms alternative ways to access services and support are still needed. Additionally, literacy issues, which are particularly prevalent in older people, can have a direct impact on finances, isolation and health as a result of not claiming benefit entitlements. It is difficult to identify as people with this issue often find ways to mask it. The evidence is that older people prefer face to face contact or telephone communication when seeking information and advice although many avoid call centres if calls are lengthy or complex.

Since 2011 internet **non-usage** in over 75s in the UK has risen



36% in 2011 to
55% in 2018

whereas it has fallen in all other age groups

Overcoming barriers to information

In addition to digital skills, literacy, frailty, vulnerability and disabilities can provide barriers to information, such as those who experience access problems, sensory impairments or learning disabilities. The Council is therefore continually developing how it communicates with service users and is developing written and visual aids, such as Braille and large print options, and training staff on approaches such as British Sign Language, lip reading and Dementia Friendly service provision.

Whilst the District has a low population of Black and Minority Ethnic residents, we recognise that older residents for whom English is not their first language may face barriers to services. This may particularly be



the case if they have access challenges and are not able to regularly leave the home or are reliant on a friend or family member to provide translation.

NED residents with a long term health problem or disability affecting day to day activities = 21,762 of this 56.1% are 65+



For those who are housebound or experience mobility problems which make it more difficult to leave the home, a number of services visit residents to discuss their needs and inform them of the opportunities available to them, such as eligibility for personal grants, household improvements and adaptations and support to tackle fuel poverty.

We also recognise that many of us, before making important and life-changing decisions, discuss our options with trusted third parties, whether they be family, friends or service providers. Increasing age-related frailty and illnesses can also mean that trusted individuals are made legally responsible for the decisions regarding the care and support of an older person. We will therefore ensure the information we provide continues to be consistent, clear and up to date so that people will trust us to help them make informed decisions regarding the opportunities on offer.

The Council is one of a considerable range of service providers within the District, with many services, activities and events led by other statutory agencies, voluntary and community groups and local businesses.

By delivering the actions overleaf we will help people make the right choices for them so that they can maintain personal independence, receive the appropriate level of care and support and remain socially included.



Informed Older People Commitments for 2020-23

- Attend multi-agency network meetings across appropriate service areas to keep abreast of service developments which can be shared with residents.
- Empower staff to use their knowledge and experience to signpost residents to appropriate support and opportunities offered by the Council and other providers.
- Regularly communicate through a range of channels including Council website, social media, targeted correspondence, household newsletters (e.g. The News), local press, older people's networks and voluntary sector infrastructure bodies.
- Develop opportunities for informing older people who have additional needs, such as the integration of actions from the British Sign Language Charter and using Language Line.
- Support the delivery of the community based NED Together Events which provide information and guidance to residents and potential service users.
- Meet with identified vulnerable and housebound residents in their own home to inform them of opportunities and entitlements available to them, including recognising literacy issues.
- Deliver the NEDDC Digital Transformation Strategy, in particular the priorities to:
 - Work with partners to provide access to digital services in all of our communities.
 - Train staff to 'digitally assist' customers who lack confidence and skills to access digital services.
 - Always ensure that there is an alternative to digital access in the Council's contact centre.
 - Encourage more people to try digital services by providing friendly advice and assistance to customers.
 - Lobby for investment in areas without residential digital infrastructure.
 - Continually review the accessibility of online services and meet required standards and best practice.
 - Deliver digital confidence building sessions in the community.



Independent Older People:

able to maintain living standards suitable to their needs

The ability to afford life's necessities and maintain suitable living conditions allows people to concentrate their time pursuing more positive opportunities and aspirations.

Economic Capacity

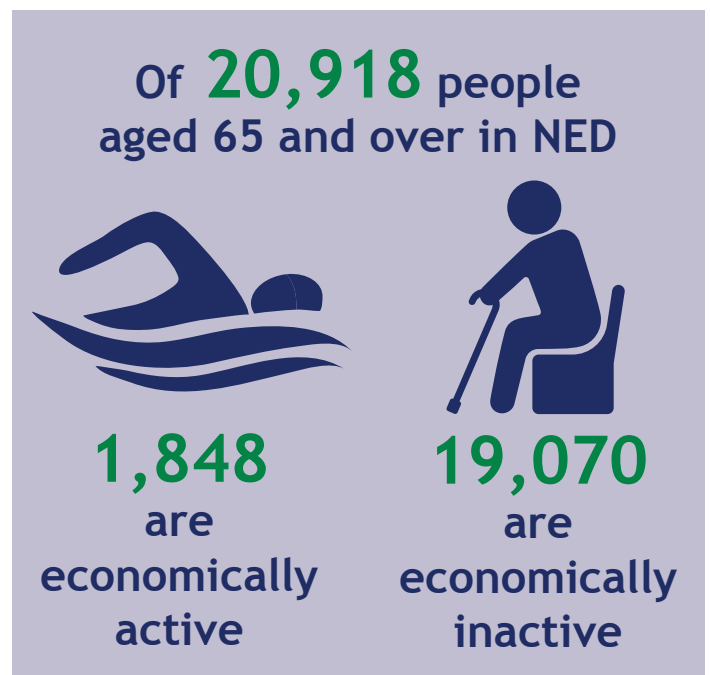
The economic value generated by older people is considerable and includes tax contributions from earnings and savings, spending power, informal care provision, childcare, unpaid care, volunteering and civic engagement. The over 55s hold over half of the UK's personal wealth and they are responsible for 40% of consumer spending along with owning much of the un-mortgaged home equity.

Our older residents within North East Derbyshire experience a vast range of personal circumstances and commitments. Ensuring people maximise their income through awareness of opportunities and personal entitlements whilst supporting their capabilities to benefit from them, will help promote sustainable households into old age and enable people to choose how they live their lives.

Income

The proportion of the UK working age population aged between 50 and state pension age (SPA) will increase from a quarter to a third by 2050. This is due to the rising state pension age and the baby boomer generation (individuals born between 1946 and 1964)

reaching retirement age and means that the productivity and economic success of the UK will be reliant on its ageing workforce.



The number of workers aged 50 and over will increase as we live and work for longer. However, a large number of 50-64 year olds are not in work and, although some of these are not working through choice, around a third would like to work. More than one in five people aged 55 to 64 have a health problem that limits the kind or amount of work they can do, which in turn limits how much they are able to earn and save for their retirement. Helping older people who wish to stay in work will provide them with ongoing social interaction, mental stimulation and the financial resilience for longer periods of retirement. Experience gained through volunteering is a recognised pathway into



returning to paid employment and identifying and promoting such opportunities increases people's prospects.

The highest rates of volunteering can be found among 65-74 year olds, with



42% at least once a year, and **29%** regularly

The 2018 Index of Multiple Deprivation findings note that whilst Income Deprivation Affecting Older People is easing within North East Derbyshire, parts of Ashover, Clay Cross, Coal Aston, Grassmoor, Renishaw, Sutton-cum-Duckmanton and Wingerworth have experienced increased demand from claimants aged 60 and over who require income support, income based job seekers allowance, pension credit or child tax credit. Awareness of, and access to, appropriate levels of support are important to ensure that individuals are able to maximise their entitlements.

The UK currently spends

£7 billion a year on benefits for people aged 50 to state pension age who are out of work



Lifelong Learning

There are many benefits to lifelong learning which, as well as having positive effects on physical and mental health, also increases resilience in later life thereby reducing demands on family, the community and local services. This is at a time when many people are now spending up to a third of their lives in retirement. Despite this, 40% of 55 to 64 year olds have undertaken no formal training or education since leaving school.

Offering older workers the appropriate learning, training and career development opportunities will ensure that the workforce will be fit for purpose and that the benefits of this will carry on throughout retirement.

Annual UK learning expenditure per head across all sectors, 2009

75yrs



50 - 74yrs



25 - 49yrs





Housing

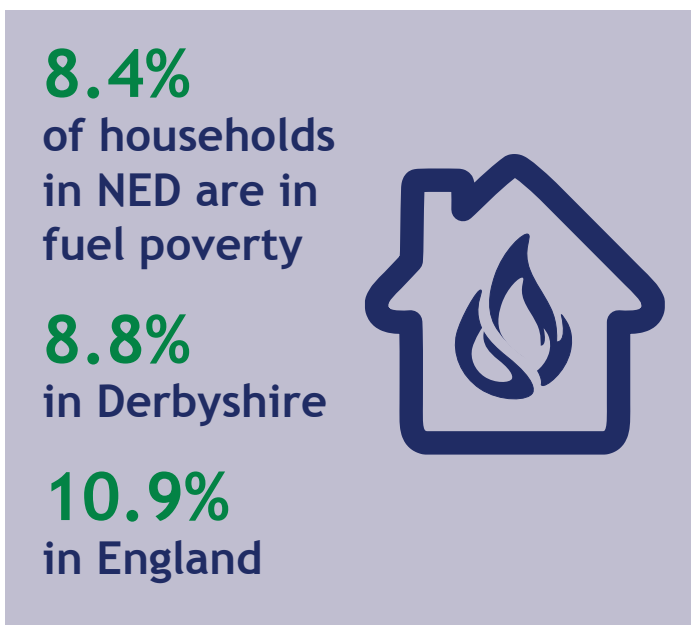
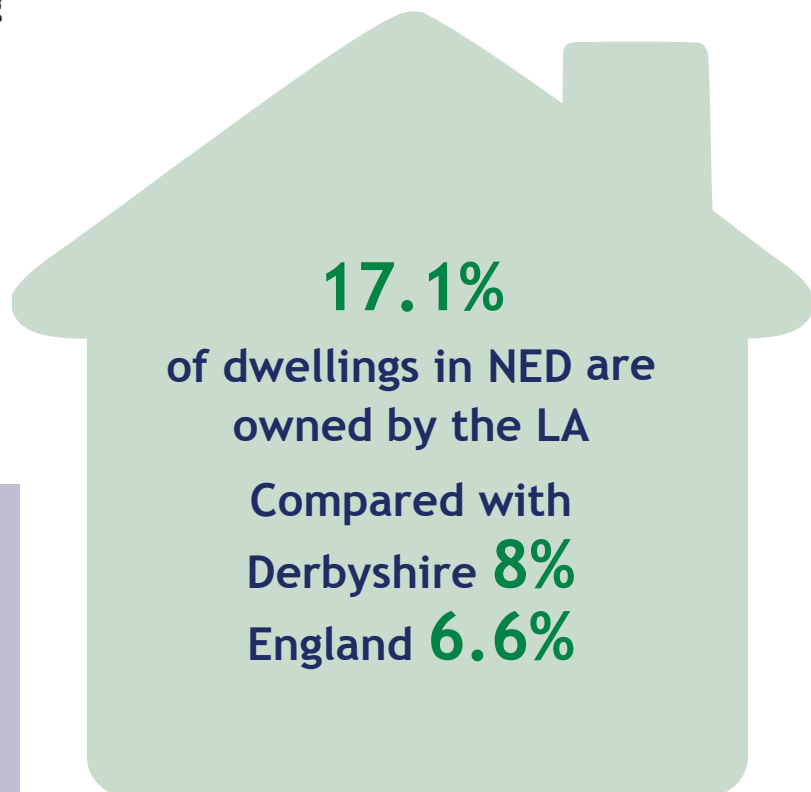
Poor housing is the cause of many problems and the hazards it creates costs the NHS an estimated £2.5 billion per year. In the future, our homes will have a greater impact on health and wellbeing, particularly as the advance of technology means that many are also becoming places of work and care.

The impact of poor housing on health is indisputable, from medical conditions linked to fuel poverty and energy inefficiency to falls, chronic health conditions and early death. Research shows that over half of the residents of care homes moved there after being discharged from hospital as their existing homes were not suitable for them to return to. Older people are also more vulnerable to colder weather and additionally are twice as likely to be unable to be able to afford fuel in winter.

The importance of housing for older people should not be underestimated. It underpins their health and wellbeing and how safe and secure they feel at home and in the local area.

Housing Tenure

With Rykneld Homes, our Housing Management Organisation, we have ensured that our housing stock meets the Decent Homes standard and the ongoing build, repair and renewal programmes ensure that these standards are maintained. However, private rented accommodation is less likely to meet the standard than other housing and this is a concern as the number of private renters in the over 55 age range has more than doubled since 2003/04 and is predicted to increase to a third of over 60s by 2040.





NED Tenure for people aged 65+

Owner occupied, inc. Shared Ownership	15,634
Social rented	4,068
Private rented or living rent free	634

The majority of older people own their homes and are responsible for maintenance, which can be a challenge for those with less flexible incomes, leaving some people with difficult choices over how to spend their funds. In addition, a number of people are entering older age with mortgage debt, with one in five households headed by someone over 50 having an outstanding mortgage. To avoid these challenges some may wish to buy more suitable accommodation rather than rent it if they move and will likely have increasing expectations of housing quality in terms of design and access to facilities and services. Having more attractive housing options and advice and support to consider the best option for the future may help address this.

Future Proofing

For older people to age comfortably and independently in their own homes, key features are that they are warm and affordable to heat, safe, secure, maintained, accessible both inside and out and that support is available if required. This can be supported through the provision of practical support with adaptations such as fitting aids and installing new technology, working with partners to identify those who are in greatest need.

In the UK, the vast majority of over 65s currently live in the mainstream housing market



Only **0.6%** of over 65s live in housing with care

This is particularly helpful for older owner occupiers who are asset rich but cash poor and may struggle to maintain their homes.

Research indicates that most older people do not wish to live in residential care homes and the development of a range of affordable properties that suits the changing needs of an ageing population is required to allow people to stay or move as these choose. Ensuring an appropriate mix of housing with buildings flexible to enable adaptation and modification will reduce personal disruption to residents and lessen the future demands upon care providers.

Extra Care schemes that enable independent living for over 55s whilst providing the level of extra care and support they may need are becoming increasingly popular. As they adapt to the requirements of older people over many years they can provide an attractive alternative.



Independent Older People Commitments for 2020-23

- Commissioning specialist advice services to ensure residents access their benefit entitlements
 - Working with charities and voluntary organisations to help people access personal support and funding.
 - Providing access to older people in the workforce to apply and retrain for roles in other departments.
 - Ensure accessibility to the Working Communities Project to assist those seeking employment.
 - Work with partners to promote volunteering and lifelong learning opportunities.
 - Work with our Management Organisation to ensure our housing stock continues to meet the Decent Homes Standard.
 - Facilitate a Private Sector Landlords' Forum.
 - Supporting households to access external grants which maintain homes and improve energy efficiency.
 - Provide practical support to help eligible residents with disability and infirmity to live independently in their own homes
- through assisted support schemes (such as the Assisted Bin Collection, Assisted Garden Maintenance and Clinical Waste Collection services) and support to the Home Improvement Agency (HIA) and Derbyshire Handy Van Service.
 - Support eligible residents receive Disabled Facilities Grants (DFGs) to fund essential home adaptations to give people better freedom of movement into and around their homes.
 - Work with partners through the Vulnerable Adults Risk Management (VARM) partnership to avoid risks to persons and property through targeted interventions.
 - Work with housing developers to ensure new homes are fit for purpose for lifetime living.
 - Participate in local One Public Estate (OPE) programmes to help develop well connected places where communities can live, work and access the services they need.
 - Adopt the 2014-2034 Local Plan.



Included Older People:

able to access services and community networks

People who regularly participate within social and community networks tend to feel happier, experience better health and live longer.

The benefits of participation and inclusion in society are significant. As well as ensuring people remain informed and independent, research has shown that people with good social networks experience lower levels of depression, suffer fewer heart attacks and live longer than those with poor social relationships. However, the social networks of older people tend to be smaller than those of the general population and the risk of social isolation increases with age.

Contributing to this is the trend of children moving away from their parents, the weakening of community bonds and the likelihood that older family members, friends and acquaintances die. At a time when the need for participation and support is greatest, the number and variety of interactions declines. Loneliness not only affects people's mental and physical health, it also leads to increased rates of cardiovascular disease, high blood pressure, cognitive decline and dementia. Close relationships with family contribute positively to older people's wellbeing, but those over 75 are the least likely to have these contacts.

It is nationally estimated that approximately **10-20%** of the elderly population are lonely



Encouraging Engagement and Participation

Many older people are the driving force of community based organisations through their involvement in local clubs, societies and faith groups, and participation in democratic organisations such as local and parish councils, boards of school governors and participation in schemes such as Neighbourhood Watch. They are also active in the community as the most likely age group to look out for vulnerable neighbours, regularly helping with tasks such as shopping or gardening. Older people are assets to their community, with many possessing skills and experience in organisational, managerial, technical, legal and financial matters which can add significant value to a group's success. They are also well positioned to offer guidance to those less experienced, including children and young people, in the breadth of issues which arise during a lifetime.



The number of over-50s experiencing loneliness is set to reach



2 million by 2025/6.

This compares to around **1.4 million** in 2016/7 - a **49% increase** in 10 years

Depression affects around



22% of men and



28% of women aged 65 years and over

It is estimated that **85%** of older people with depression receive no help at all from the NHS.

It is therefore important to support the rich social offer in the District to allow people to participate in local groups which cater for a range of abilities and accessibility issues, and also enable them to help themselves through existing local provision. This supports them to address their interests, have their say on issues important to them, develop social networks or pursue opportunities for sport, physical and cultural activity; it includes supporting volunteering and active citizenship initiatives, community education and learning and ongoing opportunities to engage with the Council such as Citizen's Panels and Meet the Council events.

Quotes from OAP Luncheon Clubs supported by NEDDC & DCC:

“The annual funding from NEDDC and DCC is key to keeping the Club running”

“We love to come here, it's on the doorstep and lovely to get together”



Intergenerational interaction has declined over recent years as more people spend time in age separated spaces and there is now very little regular interaction between young and old except for relationships between grandparents and grandchildren. This may lead to greater age segregation and build-up of tensions which is not helpful to a harmonised society. A solution may be the development of shared facilities and opportunities for people of all ages to work together to address a common issue within the community which has the added benefit of protecting local services and bringing local communities together.

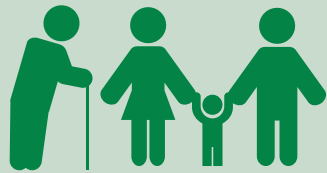
the population ages. Tackling these barriers must remain high priorities.

Health and Wellbeing

Whilst most people do not expect to be in perfect health in later life, they hope that they will be well enough to do the things that matter to them. This could be continuing to work if they wish, to go out, socialise and to be able to look after themselves without help. In reality, although we are living longer, an increasing number of people are living with multiple health conditions and mobility problems from mid-life onwards.

Within North East Derbyshire only five out of 63 areas defined in the 2018 Indices of Multiple Deprivation had a decrease in the number of residents with long term health conditions from 2015 levels, with 40 staying at similar proportions and 18 getting worse in terms of incidence. With an ageing population, addressing this issue will take significant time and service provider investment, particularly when noting that Department of Health estimates believe that supporting people with these conditions accounts for 70% of the total health and social care spending in England.

17% of older people report they are in contact with family, friends and neighbours less than once a week



11% report this contact is as infrequent as less than once a month



Barriers to Inclusion

We recognise that people experience a range of barriers to inclusion and connectivity within the wider community and access to services. This can include the ability to use technology, literacy issues, physically access services, travel easily and feel confident enough to go out and these will become more significant as

NED total population aged 65 and over with a limiting long term illness whose day to day activities are limited a lot

6,678 in 2019
projected to rise to
9,183 in 2035





Emergency hospital admissions due to falls in people aged 65 and over, per 100,000



NE = **2,593**

Derbyshire = **2,277**

England = **2,198**

Number of people with dementia in Derbyshire aged over 65 in 2016 was

9,344

The estimated number for 2030 is **17,275**

an increase of 53%

Generally speaking obesity levels are higher in older people regardless of wealth, whilst levels of habitual and high risk alcohol consumption are most common in people aged 50 and over, particularly men and wealthier people. Taking part in sport or physical activity is a good way to help healthy ageing and support wellness, social inclusion and independent living.

Mental Health

Research is beginning to show a link between the incidence of dementia and age and as the population ages there will be a dramatic rise in the number of people with dementia. Medical conditions such as high blood pressure, obesity and diabetes can increase the risk of dementia. Tackling these conditions at an early stage could improve general health in the medium term and reduce the number of people with dementia.

Physical Accessibility

Having accessible and welcoming public outdoor spaces and buildings can ensure that people are able to benefit from community networks and service provision for as long as possible. Barriers in the outdoor environment such as high kerbs, uneven pavements or those crowded with obstructions and a lack of seating and accessible toilets can all be deterrents for older people.

Although older people make up just under a quarter of the population, they account for nearly half of all pedestrians killed in the UK and better street management, including tackling the condition of road and walkway infrastructure, speed limits and road user training will help address this risk.

Catering for the breadth of access needs is important and seeking the expertise and guidance from agencies and partners who are able to advise us how our services and facilities can be more accessible to all will be important, as will encouraging local business and community venues to work to similar standards.



In the year ending June 2019, the crime rate in NED was lower than average for the Derbyshire force area



39.58 total number of crimes in a 12 month period per 1000 residents

Chesterfield = **69.42**

Bolsover = **58.80**

Force Average = **62.06**

Fear of Crime

Whilst North East Derbyshire District is one of the safest areas within the region, there is a disproportionate level of the fear of crime in the area, which can play a limiting factor in residents' confidence to leave the home, engage with groups or access services when they are required. Increasing public confidence and perception, especially for older residents, will help foster such engagement.

Where crime is experienced the Council will play its part in addressing these problems and work with partners to support victims and witnesses of crime, including tackling anti-social behaviour and domestic abuse.

Transport

Transport plays a vital role in enabling older people to live active lives by maintaining their independence and connection to their community. Mobility scooters have become popular with older and disabled people for this reason. Reliable public transport provides many older people with the means to access the services they need, however a quarter of 50 to 59 year olds don't use public transport because it is not convenient and over 80s cite poor health the greatest barrier to using public transport. For some residents in isolated areas where services are limited or who require adapted buses or taxis, affordability can be an issue for those on limited incomes.

Derbyshire Connect is a new bookable door-to-door shopping bus service, funded by Derbyshire County Council, for people who are unable to use conventional buses because of mobility difficulties or because they live in areas where bus services are limited. The service is free for all Derbyshire Gold Card holders.

47% of those over 75 years of age and **37%** of those over 50 no longer take part in social and community activities after dark because of fear of street crime





In the East Midlands

only **71%**
of eligible
pensioners
hold
concessionary
bus passes



Digital Inclusion

Digital inclusion is about having the right access, skills, motivation and trust to confidently go online to engage with service providers and the wider society. It can include paying bills, reporting incidents, shopping online or communicating online with friends and family members.

The Council recognises through its Digital Transformation Strategy the differences in capacity and capability of people within the community so that whilst people may choose to use more traditional access channels to engage with us, we will work wherever possible to support the skills development of our older residents so they can more easily engage with us on their existing devices and software to access the services we provide.

Caring Responsibilities

It is common for people to become carers in later life and numbers in the over 65 age group are increasing faster than in the general carer population. Becoming a carer is often a role that develops gradually over time with increasing responsibilities that can eventually result in supporting someone 24 hours a day; generally this is caring for a family member but could also include a friend or neighbour. Although the role can be rewarding it can also involve complex and demanding tasks such as administering medication and assisting with meals and personal care, demands which can impact on the health and wellbeing of the carer which often comes second to that of the person they are caring for. Recognising the need for respite for the carer and providing opportunities for this is essential.

The number of
unpaid carers in
NED is **13,135**
the highest in the
county and well above
county and England averages





Included Commitments for 2020-23

- Monitoring and challenging ageist attitudes in policy making through our equality impact assessment process and by providing equalities awareness training to all new employees and Elected Members.
- Promote the Community Action Grants fund open to voluntary and community groups to help promote social engagement.
- Further promoting the Council's Grants to Older People's Clubs and Luncheon Clubs run in conjunction with Derbyshire County Council to help promote social engagement and share community information.
- Support schemes which develop volunteering, lifestyle changes and participation such as the PALS and Community Health Champion (CHC) programmes.
- Promote older people's participation with the Council through the Citizen's Panel, Residents Forums and ad hoc surveys, in addition to direct contact routes.
- Deliver the Council's Digital Transformation Strategy.
- Develop alternative methods of accessing Council services, such as online viewing of Council meetings and signed interpretation of consultation information when required.
- Commission AccessAble to identify how the Council's premises can be accessible to all and encourage local business and community venues to work to similar standards.
- Taking a lead in the Healthy North East Derbyshire Partnership to ensure the commissioning and delivery of appropriate interventions which support older people and independence in the home.
- Support the development and delivery of locality based health and social care partnerships such as the Place Alliances.
- Support the development and implementation of the Feeling Connected in North East Derbyshire and Chesterfield and other social prescribing approaches, helping residents to become more socially connected and manage their own wellbeing.
- Deliver the Walking into Communities project and support the Jog Derbyshire network.
- Provide concessionary Leisure Services rates to all residents of state pension age.
- Provide targeted interventions through Exercise by Referral to address health challenges such as hip and knee conditions.
- Ensure that the Council's leisure facilities provide accessible and welcoming venues to enable participation in activities and provide areas where people can meet, eat and engage with others.
- Provide information, help and support to the Armed Forces Community so they can play a full part in their community.



Included Commitments for 2020-23...continued

- Ensure that buildings and public spaces are accessible to all residents through appropriate planning decisions and enforcement of the regulations.
- Tackle Community Safety issues as quickly as possible so residents feel safe at home and in the community and able to fully participate in local life.
- Maintain an attractive, accessible environment on public streets, parks and gardens.
- Deliver the Council's Single Equality Scheme 2019 - 2023.



Appendix

Local	National
<p>Advisory Groups</p> <p>North East Derbyshire Citizens Advice Bureau</p> <p>Free, confidential, impartial and independent advice and information on a wide range of subjects.</p> <p>Website: www.nedcab.org.uk</p> <p>Phone: 0300 4568 437</p> <p>Address: Citizens Advice North East Derbyshire, Coney Green Business Centre, Wingfield View, Clay Cross, Derbyshire S45 9JW</p>	<p>Citizens Advice</p> <p>Free, independent advice to give people the knowledge and the confidence they need to find their way forward.</p> <p>Website: www.citizensadvice.org.uk</p> <p>Phone: 03444 111 444</p> <p>Text relay: 03444 111 445</p>
<p>Derbyshire Law Centre</p> <p>Aims to achieve equal access to justice for all sections of the community, and particularly those of limited means, by providing legal services in social welfare law in the Derbyshire area.</p> <p>Website: www.derbyshirelawcentre.org.uk</p> <p>Phone: 01246 550674 / 0800 707 6990</p> <p>Text: 07781 482 826</p> <p>Email: dlc@derbyshirelawcentre.org.uk</p> <p>Textphone: 18001 01246 550674</p> <p>Address: Derbyshire Law Centre, 1 Rose Hill East, Chesterfield, Derbyshire S40 1NU</p>	<p>Age UK</p> <p>Free information and advice including befriending services, links to local services such as day centres, exercise groups, handypeople, IT training and social activities.</p> <p>Website: www.ageuk.org.uk</p> <p>Phone: 0800 0556 112</p>
<p>The Armed Forces Community</p> <p>The NEDDC website has a dedicated section with information about the Armed Forces Covenant and links to local and national organisations offering advice and support to Armed Forces Community residents.</p> <p>Website: www.ne-derbyshire.gov.uk/community/armed-forces-community</p> <p>If you are from the Armed Forces Community and wish to be consulted about your support needs and/or register for information on future services, please send your name, address, e-mail address and telephone number to armedforcescommunity@ne-derbyshire.gov.uk or telephone: 01246 217630</p> <p><i>Your details will be placed on a database and used to send you relevant information for the Armed Forces Community. The lawful basis for this processing is consent. Your data will be held for as long as you remain on the database, which you can leave at any time by contacting us.</i></p>	



Local	National
<p>Advisory Groups</p> <p>Chesterfield Armed Forces and Veterans' Hub</p> <p>One-stop shop event open to all members of the Armed Forces Community offering information and support from the Forces Welfare Charities</p> <p>Website: www.chesterfield.co.uk/events/the-veterans-hub/</p> <p>Phone: 01246 343186</p> <p>Email: elizabeth.gaunt-mbe@dwp.gov.uk</p>	<p>Veterans' Gateway</p> <p>First point of contact for veterans seeking support, putting veterans and their families in touch with the organisations best placed to help with the information, advice and support they need.</p> <p>Website: www.veteransgateway.org.uk</p> <p>Phone: 0808 802 1212</p>
<p>Age Concern Chesterfield</p> <p>A service to ensure that people in later life have access to the opportunities and activities they want and need locally.</p> <p>Website: www.ageconcernchesterfield.org.uk</p> <p>Phone: 01246 273333</p> <p>Email: enquiries@ageconcernchesterfield.org.uk</p> <p>Address: Age Concern Chesterfield & District, South Lodge, Boythorpe Avenue, Chesterfield S40 2BF</p>	<p>Independent Age</p> <p>Advice and support for older age offering regular friendly contact and a strong campaigning voice, free and impartial advice on care and support, money and benefits, health and mobility.</p> <p>Website: www.independentage.org</p> <p>Phone: 0800 319 6789</p> <p>Address: 18 Avonmore Road, London W14 8RR</p>

Local	National
<p>Finances</p> <p>North East Derbyshire Citizens Advice Bureau Moneysmart</p> <p>A user friendly way to help you understand and manage your income and expenditure.</p> <p>Website: www.moneysmart.nedcab.org.uk</p> <p>Phone: 0300 456 8437</p> <p>Address: Citizens Advice North East Derbyshire, Coney Green Business Centre Wingfield View, Clay Cross S45 9JW</p>	<p>Pension Service Online</p> <p>Find out about State Pension eligibility, claims, payments and complaints. You can also report a change of circumstances, for example if you've changed address.</p> <p>Website: www.thepensionservice.gov.uk</p> <p>Phone: 0800 731 0469</p> <p>Textphone: 0800 731 0464</p> <p>NGT Text relay: 18001 0800 731 0469</p> <p>Address: The Pension Service, Post Handling Site A, Wolverhampton WV98 1AF</p>



Local	National
<p>Finances</p> <p>Derbyshire Unemployed Workers Centre</p> <p>Welfare Rights Advice Services with outreach centres in Clay Cross, Eckington, Grassmoor, North Wingfield.</p> <p>Website: www.duwc.org.uk</p> <p>Phone: 01246 231441</p> <p>Email: info@duwc.org.uk</p> <p>Address: 1 Rose Hill East, Chesterfield S40 1NU</p>	<p>The Money Advice Service</p> <p>Free and impartial money advice.</p> <p>Website: www.moneyadvice.org.uk</p> <p>Phone: 0800 138 7777</p> <p>Typetalk: 18001 0800 9154622</p>
<p>Housing</p> <p>Rykneld Homes</p> <p>Partnership with North East Derbyshire District Council managing 8000 homes across the district.</p> <p>Website: www.rykneldhomes.org.uk/your-home/find-a-home/</p> <p>Phone: 01246 217670</p> <p>Email: contactus@rykneldhomes.org.uk</p> <p>Address: Rykneld Homes Ltd, Pioneer House, Mill Lane, Wingerworth S42 6NG</p>	<p>Housing Care</p> <p>Information for older people and a search engine for retirement homes and sheltered housing in the district and throughout England.</p> <p>Website: www.housingcare.org/sheltered-housing/area-2-north-east-derbyshire.aspx</p>
<p>North East Derbyshire Housing Options</p> <p>Assessment of entitlement to housing for people who are homeless or threatened with homelessness. Provision of housing for people considered in priority need of housing.</p> <p>Website: www.ne-derbyshire.gov.uk</p> <p>Phone: 01246 231111</p> <p>Email: housingoptions@ne-derbyshire.gov.uk</p> <p>Address: District Council Offices, Mill Lane, Wingerworth S42 6NG</p>	<p>Care Choices</p> <p>If you are looking for a care home or ideas on how to stay independent at home.</p> <p>Website: www.carechoices.co.uk</p>



Local	National
<p>Housing Pathways</p> <p>Service for the homeless, and those at risk of homelessness, in Chesterfield and North East Derbyshire.</p> <p>Website: www.pathwaysofchesterfield.co.uk</p> <p>Phone: 01246 498204</p> <p>Address: 120 Saltergate, Chesterfield S40 1NG</p>	

Local	National
<p>Learning</p> <p>DCC Adult Community Education Centres</p> <p>Adult education for everyone in the Chesterfield, Bolsover and North East Derbyshire areas.</p> <p>Website: www.derbyshire.gov.uk/education/adult-education/centres/our-adult-education-centres.aspx</p>	<p>OpenLearn</p> <p>Free learning from the open university.</p> <p>Website: www.open.edu/openlearn/</p>
<p>U3A - University of the Third Age</p> <p>A local organisation facilitating learning, creative or leisure activities for retired and semi-retired people.</p> <p>Chesterfield</p> <p>Website: www.chesterfieldu3a.org.uk</p> <p>Phone: 07928 327876</p> <p>Dronfield</p> <p>Website: https://u3asites.org.uk/dronfield/home</p> <p>Phone: 01246 900201</p> <p>Bolsover</p> <p>Website: https://bdu3a.com/</p>	<p>U3A - University of the Third Age</p> <p>An organisation supporting retired or semi-retired people who wish to branch out into new learning, creative or leisure activities.</p> <p>Website: www.u3a.org.uk</p> <p>Phone: 020 8466 6139</p> <p>Address: The Third Age Trust, 156 Blackfriars Road, London SE1 8EN</p>



Local	National
<p>Derbyshire County Council Libraries</p> <p>Find your local library to access books, audiobooks and DVD's, community information, newspapers and a wealth of local studies material.</p> <p>Website: www.derbyshire.gov.uk/leisure/libraries/find-your-local-library/find-your-local-library.aspx</p> <p>Phone: 01629 533444</p> <p>Email: ask.library@derbyshire.gov.uk</p>	<p>Future Learn</p> <p>Hundreds of online courses from top universities and specialist organisations.</p> <p>Website: www.futurelearn.com/courses</p>

Local	National
<p>Social</p> <p>Links: The Chesterfield & North East Derbyshire Council for Voluntary Service and Action Ltd</p> <p>Providing support to voluntary organisations and community groups.</p> <p>Website: www.linkscvs.org.uk</p> <p>Phone: 01246 274844</p> <p>Email: info@linkscvs.org.uk</p> <p>Address: Offices 1 & 2 , Lower Ground Floor, Town Hall, 1 Rose Hill East, Chesterfield S40 1NU</p>	<p>Re-engage</p> <p>A charity committed to older people being heard, valued and engaged.</p> <p>Website: www.reengage.org.uk/about-us/</p> <p>Phone: 0800 716 543 / 020 7240 0630</p> <p>Email: info@reengage.org.uk</p> <p>Address: 2 Grosvenor Gardens, London SW1W 0DH</p>
<p>The Volunteer Centre Chesterfield and North East Derbyshire</p> <p>Promoting, supporting and developing volunteer experiences and opportunities</p> <p>Website: www.chesterfieldvc.org.uk</p> <p>Phone: 01246 276777</p> <p>Email: dave@chesterfieldvc.org.uk</p> <p>Address: 38 Knivesmithgate, Chesterfield S40 1RQ</p>	<p>National Council for Voluntary Organisations (NCVO)</p> <p>Find a volunteering role for you to help and support your local communities.</p> <p>Website: https://www.ncvo.org.uk/ncvo-volunteering/i-want-to-volunteer</p> <p>Phone: 020 7713 6161</p> <p>Email: ncvo@ncvo.org.uk</p>



Local	National
<p>Social</p> <p>Rural Action Derbyshire</p> <p>An independent organisation and registered charity operating across the county to improve the lives of those living and working in Derbyshire.</p> <p>Website: www.ruralactionderbyshire.org.uk</p> <p>Phone: 01629 592970</p> <p>Email: info@ruralactionderbyshire.org.uk</p> <p>Address: Town Hall, Bank Road, Matlock DE4 3NN</p>	
<p>Age Concern Chesterfield and District</p> <p>List of local older peoples clubs in Chesterfield, Bolsover and North East Derbyshire Council areas.</p> <p>Website: www.ageconcernchesterfield.org.uk/clubs.php</p> <p>Phone: 01246 273333</p> <p>Address: South Lodge, Boythorpe Avenue Chesterfield S40 2BF</p>	
Local	National
<p>Health & Wellbeing</p> <p>North East Derbyshire Walking for Health</p> <p>Free guided walks for people of all ages and ability, to get more people active in the community and feel less socially isolated.</p> <p>Website: www.walkingforhealth.org.uk/walkfinder/north-east-derbyshire-walking-for-health</p> <p>Phone: 07773 201033/07816 158889</p> <p>Email: Deborah.saint@ne-derbyshire.gov.uk or Jessica.holmes@ne-derbyshire.gov.uk</p>	<p>The Bereavement Trust</p> <p>Free helpline offering comfort, support and practical advice to the bereaved from 6pm to 10pm every day.</p> <p>Website: www.bereavement-trust.org.uk</p> <p>Phone: 0800 435455</p>



Local	National
<p>Health & Wellbeing</p> <p>Derbyshire Carers Association Support and advice for carers throughout Derbyshire. Website: www.derbyshirecarers.co.uk Phone: 01773 833833 / 01246 559524 Outreach Office: South Lodge, Boythorpe Avenue, Chesterfield S40 2BF Email: info@derbyshirecarers.co.uk</p>	<p>National Bereavement Service Offers several support channels to ensure people have the practical and emotional support they need at a difficult time. Website: www.thenbs.org Phone: 0800 0246 121 Email: info@thenbs.co.uk</p>
<p>Derbyshire Bereavement Hub Bringing together organisations offering free services to support bereaved people living in Derbyshire. Website: www.derbyshirebereavementhub.co.uk</p>	<p>Counselling Directory Connecting people with professional support. Website: www.counselling-directory.org.uk Phone: 0333 3252500</p>
<p>Samaritans Chesterfield Local office offering a safe place for people to talk any time they like about anything affecting their lives. Website: www.samaritans.org/branches/chesterfield/ Phone: 0330 094 5717 Address: 121 Saltergate, Chesterfield S40 1NH</p>	<p>Samaritans Offering a safe place for people to talk any time they like about anything affecting their lives. Website: https://www.samaritans.org/ Phone: 116 123 Email: jo@samaritans.org Postal Address: Chris, Freepost RSRB-KKBY-CYJL, PO Box 9090, Stirling FK8 2SA</p>
<p>GRID: Growing Recovery in Derbyshire Search here for recovery projects and local services in North East Derbyshire. Website: www.growingrecoveryinderbyshire.co.uk/north-east-derbyshire Phone: 01246 206514 Email: info@growingrecoveryinderbyshire.co.uk</p>	<p>Alzheimer's Society The UK's leading dementia charity. We campaign for change, fund research to find a cure and support people living with dementia today. Website: www.alzheimers.org.uk Phone: 0333 150 3456</p>



Local	National
<p>Derbyshire Dementia Support Service</p> <p>Providing support, information and guidance to those living with dementia and for their carers.</p> <p>Website: www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/disability-support/dementia/dementia.aspx</p> <p>Phone: 01332 208845</p> <p>Email: derbyshire@alzheimers.org.uk</p>	<p>Dementia UK</p> <p>Specialist Dementia support for families through our Admiral Nurse service.</p> <p>Website: www.dementia.org</p>

Local	National
<p>Crime & Community Safety</p> <p>Derbyshire Police</p> <p>Find local crime statistics and advice and help with appeals for information and find out what we're doing to tackle crime in your area.</p> <p>Website: www.derbyshire.police.uk</p> <p>Phone: Emergency 999 / Non-emergency 101</p> <p>Deaf or hard of hearing: Textphone 18001 101, Text 07800 002414</p> <p>Email: deafsms@derbyshire.pnn.police.uk</p> <p>Local Station Address: Beetwell Street, Chesterfield S40 1QP</p>	<p>Gov.UK</p> <p>A-Z of queries regarding safety and the environment in your community.</p> <p>Website: www.gov.uk/browse/housing-local-services/safety-environment</p>
<p>Safer Derbyshire</p> <p>Working to make Derbyshire a safe place to live, work and visit.</p> <p>Website: www.saferderbyshire.gov.uk</p> <p>Email: Use contact us form on website https://www.saferderbyshire.gov.uk/contact-us/contact-us.aspx</p>	<p>Crimestoppers</p> <p>Anonymously report a crime or suspicious behaviour.</p> <p>Website: www.crimestoppers-uk.org</p> <p>Phone: 0800 555111</p>



Local	National
<p>Transport</p> <p>Stagecoach Information on local bus services, timetables and tickets. Website: www.stagecoachbus.com/regional-service-updates/yorkshire/chesterfield#</p>	<p>National Rail Information on national trains, timetables and tickets. Website: www.nationalrail.co.uk Phone: 03457 484950</p>
<p>Gold Card Derbyshire Apply or renew a gold card for free and reduced cost travel. Website: www.derbyshire.gov.uk/transport-roads/public-transport/fares-tickets-passes/concessionary-fares/goldcard/gold-card.aspx Phone: 01629 533190</p>	<p>National Express Information on national bus and coach services, timetables and tickets. Website: www.nationalexpress.com Phone: 0871 781 8181</p>
<p>Derbyshire Connect Door to door weekly trip for every community in the county to a nearby shopping area or supermarket. Website: www.derbyshire.gov.uk/transport-roads/public-transport/derbyshire-connect-active-travel/derbyshire-connect-and-active-travel.aspx Phone: 01773 746652 Email: admin@ct4tc.org.uk</p>	

Data Sources: ONS, Census 2011, NOMIS, IMD, LGA, Derbyshire Observatory, Age UK, Mental Health Foundation Age Concern, 21st Century Workforces & Workplaces (Bevan Brinkley, Cooper & Bajorek 2018), DWP, GOS, DCLG, PHOF and DDRSP.

How to contact us

Around the District

District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield, S42 6NG.

 Website: www.ne-derbyshire.gov.uk


 **Self Serve:** Scan QR code



 Web Chat available on www.ne-derbyshire.gov.uk

 Follow us on: www.twitter.com/nedDC

 Email: ConnectNE@ne-derbyshire.gov.uk

 For all services please call: 01246 231111
Payment Line: 01246 217750

 SMS Text: 07800 00 24 25

Dronfield One Stop Shop,
Dronfield Sports Centre, Civic Centre
Monday - Friday, 9am to 4.30pm
You can pay at any time when the Sports Centre is open using the automated payment kiosk.





Contact Centre, District Council Offices,
2013 Mill Lane, Wingerworth
Monday - Friday, 9am to 5pm.
Please note: Payments can no longer be made at this site.

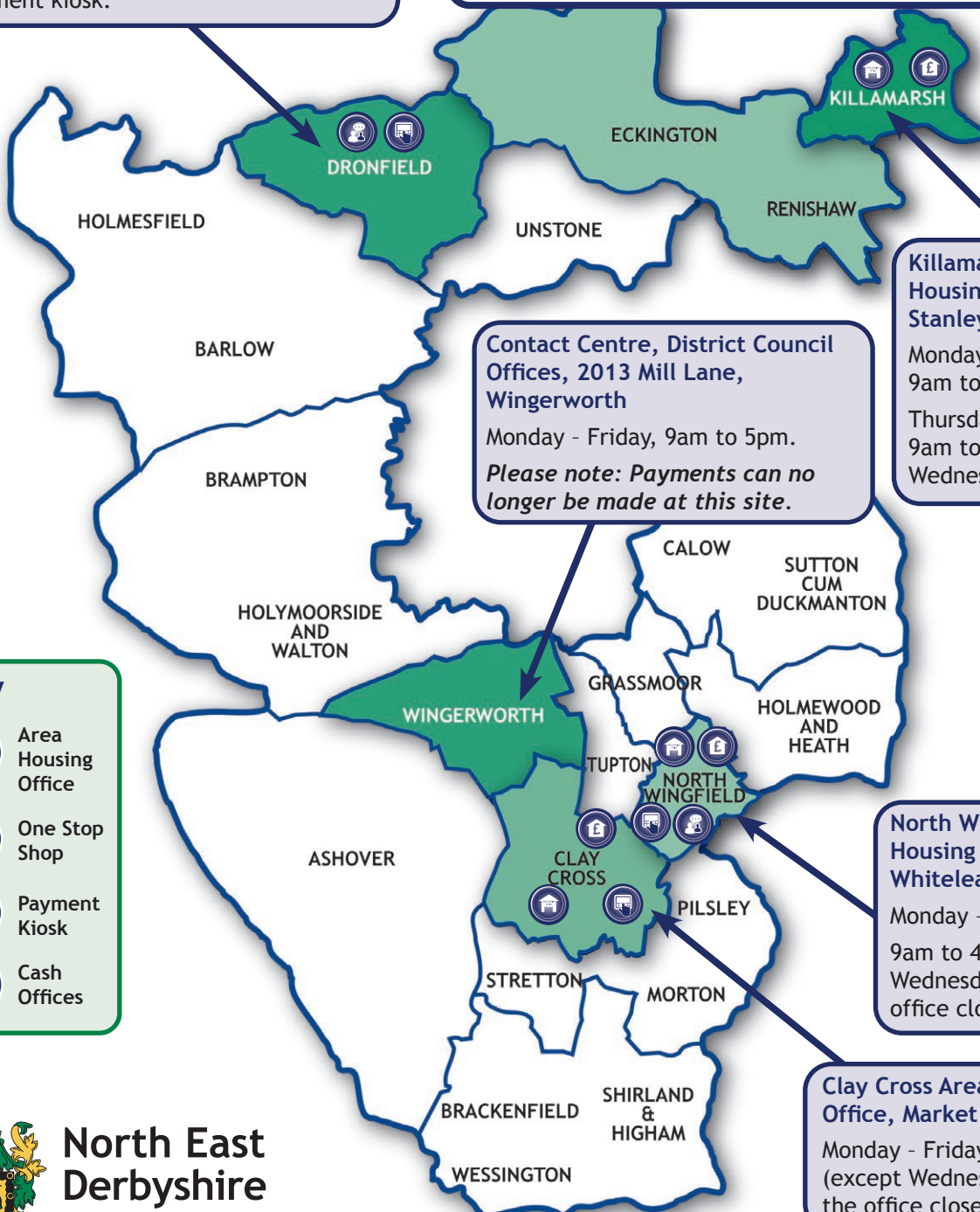
Killamarsh Area Housing Office,
Stanley Street
Monday and Tuesday 9am to 2pm
Thursday and Friday 9am to 4pm (Closed Wednesdays).

North Wingfield Area Housing Office,
Whiteleas Avenue
Monday - Friday 9am to 4pm (except Wednesdays when the office closes at 2pm).

Clay Cross Area Housing Office,
Market Street
Monday - Friday, 9am to 4pm (except Wednesdays when the office closes at 2pm).

Key

-  Area Housing Office
-  One Stop Shop
-  Payment Kiosk
-  Cash Offices



North East Derbyshire
District Council



North East
Derbyshire
District Council

We speak your language

Polish

Mówimy Twoim językiem

French

Nous parlons votre langue

Spanish

Hablamos su idioma

Slovak

Rozprávame Vaším jazykom

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