



OUR FIRST TWO YEARS



WELCOME FROM JUNE PIERCE

As the Chair of Torbay Older Citizens' Forum, I have been involved in the Ageing Well programme from the initial invitation to Torbay Council to bid for a share of a substantial sum of money from the Big Lottery Fund - what an opportunity!

Most of us were new to a project of this size – staff had to be appointed, volunteers recruited, and innovative consultations held to ascertain what older people really wanted or needed. However projects have been set up and are now working across the Bay, and people are beginning to see the difference Ageing Well Torbay is making. Importantly there has to be a legacy and we are now seeking to form an Older Persons' Assembly made up from local people who are over 50 and will represent the whole community.

The first two years have been very challenging but in the next four years we will continue to push and achieve our aims and goals. Growing old is inevitable; let's join together to make the journey as positive and fulfilling as possible.

WELCOME FROM THE AGEING WELL TEAM

When Big Lottery asked Torbay whether it would like to pitch to deliver a six year test and learn programme to come up with innovative solutions to tackle social isolation, we of course said yes!

As part of our values at Torbay Community Development Trust, we wanted a programme that was co-designed and co-produced with people in later life, and where they were truly valued contributors. This report on the first two years shows that our innovative programme is working.

We have managed to reach isolated older people and find ways to re-build communities. We have helped people to change the way they feel about themselves, where they live and what they can offer and share. Many of the older people we have worked with have continually told us that rather than being part of a problem, they felt they were part of the solution, an often overlooked and untapped resource.

This is reflected in our favourite statistic, which shows that the **number of people feeling able to utilise their skills, knowledge, and/or expertise for the benefit of their community rose from 21% to 46%.**



June Pierce:
Chair of TOCF,
Programme
Board/Festival
Steering Group
member



**Simon
Sherbersky:**
AWT Director,
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Officer



Sue McDermott:
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Front-page artwork by Phillip Savvas, winner of Ageing Well Torbay's Symposium of Ideas 2017 art competition.

WHO ARE WE?



TORBAY COMMUNITY DEVELOPMENT TRUST



Torbay Community Development Trust (TCDT) exists to make Torbay a place where everyone feels included, by working to empower people, groups and organisations and also building on their strengths and assets and enabling the sharing of skills across communities, individuals and the VCSE sector.

The Ageing Well Torbay (AWT) programme is led by the Torbay Community Development Trust and is a partnership between local older people, voluntary and public sector agencies.

AGEING WELL TORBAY



The Ageing Well Programme is one of fourteen partnership programmes in England funded through the Big Lottery's 'Fulfilling Lives, Ageing Better Programme'. Their investment nationally of £80 million over six years, is to encourage the development of new or joined up ways of working to reduce social isolation and improve the lives of people over 50.

In fact, forty-five percent of Torbay's population is over 50, and it is estimated that 6,000 of these residents are socially isolated.

With all the other Ageing Better Programmes, we are collecting evidence to increase our understanding about what works, so that in future years the government and local authorities will be in a better position to know and fund what supports positive ageing and reduces social isolation.

Our programme in Torbay is running from April 2015 – March 2021 and is an exciting opportunity to make a real difference.

WHAT IS AGEING WELL TORBAY TRYING TO DO?

The Ageing Well Torbay Programme is therefore working towards four main targets:

1. To reconnect older people with friends, their communities and where they live by creating a sense of neighbourliness and engagement in a broader range of accessible and affordable activities.
2. To enable more older people to feel their lives have value and purpose as life changes, contributing their time, skills and knowledge to the wider community and viewing older age as an opportunity.
3. Ensure more older people have high personal, learning and service aspirations for later life facilitated by better information, advice and more integrated services, that older people design and produce with organisations.
4. Ensure more local residents value older people, that ageing is celebrated and viewed more positively by all.

The Big Lottery agreed that Ageing Well Torbay could test out different projects to meet these four aims in three separate 'test and learn' blocks.

These were:

» **Neighbourhood level activities**

The development of a network of Community Builders and Connectors across Torbay to provide ongoing engagement on a grass-roots level and build communities from the 'bottom-up'. This strand is envisaged to continue throughout the whole programme.

» **Raising aspirations and stimulating service redesign**

Using guided conversations to help people over 50 to explore their social and care situation and together identify ways to overcome barriers and improve their lives.

» **Promoting a positive image of ageing locally**

This includes annual Ageing Well festivals celebrating ageing, inter-generational projects, the development of an older persons' assembly and positive media campaigns.

We planned to test four different models of guided conversation in the first two years of the programme, which included MySupportBroker, Wellbeing Co-ordination, Circles of Support and Growing Older Together. These projects were designed to fit together to form a holistic approach and you can read more about them on the next page and through their case stories.

The projects were designed to compliment each other and work on different aspects of exclusion and isolation which maximised the impact.



Carers Aid Torbay - Circles of Support

April 2015 - May 2017

Circles of Support was aimed at carers over the age of 50. It developed personal support networks, so carers could socialise and do the things they enjoyed.

Supported over 30 carers and cared-for.



Torbay Community Development Trust - Neighbourhoods/ Community Builders

April 2015 -Present

Community Builders are working across Torbay to stimulate grassroots activities, to help people find ways to positively change their neighbourhoods into the places that they would like them to be, so people of all ages can feel included.

Worked with over 900 isolated older people.



For example, the Community Builders have a wealth of knowledge of local activities which the other projects could use to connect people, and in turn the AWT projects provided the one-to-one support that the community builders could not.



Mencap - Growing Older Together

August 2015 - July 2017

Growing Older Together supported older people with learning disabilities and their families to learn about their rights and aspirations for the future.

Over 30 older people with learning disabilities and their families supported.

Age UK Torbay & Brixham Does Care - Wellbeing Co-ordination

June 2016 - June 2018

Wellbeing Co-ordinators (WBCs) find out what matters to people, and then they support individuals to overcome obstacles and do the things they love, or to try new activities.

Supported over 450 people to achieve their aspirations.

MySupport Broker - Independent Support Brokers

October 2016 - February 2018

Independent support Brokers help people live life as independently as possible, by helping them to source, plan, negotiate, budget and manage their own support and care needs.

Supported over 80 older people to have more control over the services they receive.





Testing how to better support people with learning disabilities who have become carers for their parents or family members, and developing an inclusive approach, this project met all its targets. Initially, families were reticent about getting involved, as some had not realised the degree to which they were becoming mutual carers, and others were worried about how agencies would view or intervene in this co-dependency. This meant that the project needed to build trust amongst the families, which took time.

The social events provided opportunities for swapping ideas and also built friendships and peer support that continued outside of the project. The availability of a member of staff to listen to carers' concerns, give advice about safeguarding, and advocate on their behalf was hugely significant. Battling for services is exhausting and as older carers, they often felt overlooked, lacking information or ignored by agencies.

The project also raised awareness about care, support and housing options, and helped family members think about and face future care arrangements and start planning together.

ALICE'S STORY

Alice* is 67 and cares for her 36-year old son Bill*, who suffers from Asperger's and other associated learning difficulties, but currently lives independently and is employed. Lately they have started to care for each other, as Alice's health has deteriorated.

The Growing Older Together project was very supportive to Bill while Alice was in hospital. For Bill it was especially liberating to be acknowledged as a carer; he'd never had the opportunity to express this before, and also to meet and see others in a similar situation.

"It was the Growing Older Together project which had an impact on Bill's confidence, and gave him the courage to change providers, something which he would have been frightened to do previously." - Alice

* All names changed



Final outing of Growing Older Together. Seaton Tramway 2017

For Alice the opportunity to go out with other like-minded people has made her feel accepted and less isolated. Alice has seen Bill's confidence blossom, and he recently made the decision to change his support worker as he felt the current one was not fulfilling his needs.

Also, Alice feels that Bill is interacting with people more easily, for example when Alice's mobility is poor and she needs help with her wheelchair, Bill goes out with her and more people are acknowledging Bill as a carer and talking to him more often.

SARAH'S STORY

Sarah* is in her 60's and cares for her 37-year old daughter, Karen*, who has complex needs including learning difficulties and autism. Due to negative experiences in residential care, Karen returned to live in the family home, where Sarah has been attending to all of Karen's personal care needs.

The Growing Older Together project has been an enormously positive experience for Sarah. The talks by visiting speakers, were always interesting and useful or thought provoking. Meeting other parents was invaluable, and it enabled friendships and support to develop, as well as the sharing of problems.

Sarah also valued the advice and support that she was given, such as help with getting direct funding for Karen's support needs, and her long-term care, including the building of a separate annexe for Karen. This has now received planning permission and will enable Karen to live as safely and independently as possible.

"I feel reassured that Karen will now have a good life, and one where she is happy. The Growing Older Together project helped build the foundation of Karen's future and now I am able to sleep at night."

- Sarah

* All names changed

**Case studies provided by citizen evaluators



**Circles of Support Tea Dance
at Lupton House, April 2016**

This project explored how improving support to carers by creating ‘circles of support’, could reduce isolation and improve wellbeing for the carer and cared for. A circle of support was a circle of volunteer allies introduced to the carer, to provide support and enable them to do the things that mattered to them. Fewer allies were needed than initially thought, as carers often do not want lots of people coming and going. Just one or two make a real difference, so the carer has someone to call on, chat things through with, or to get out and about with. The project was hugely successful and met all targets.

MARIA’S STORY

Maria* has been a carer for her husband for 13 years, who has osteoarthritis and is in the early stages of dementia. Two years ago Maria gave up her care assistant work to care for him full time, although she herself is asthmatic and has fibromyalgia. Her husband is a very proud, private man who doesn’t usually like people coming into the house.

Maria had no idea what to expect, but the introduction to Lilly as an “ally” led to her becoming a firm friend, and being accepted by Maria’s husband. They go swimming, to the cinema, and often Lilly pops over for Friday night fish and chips.

Circles of Support also helped Maria with advice about her finances and entitlement to carer’s benefits, and has enabled Maria and her husband to accept that they needed outside help. His social life has improved with Lilly visiting and he has asked for a male “ally” to watch sport with as very few of his old friends now visit the house.

“If I hadn’t been put in touch with the Circles of Support I know things would have got worse, I might have walked out... I would have come back after a break but the whole situation wasn’t good for either of us.” - Maria

Sometimes, the cared for person doesn't recognise that the person who gives them care, is their carer, or recognise the support needs their carer might have.

Often the cared for may not like people coming to the home. Circles has adapted to this by either meeting away from the home, supporting the carer with phone calls, and/or introducing new friends to the cared for person.

Support from allies often carried on, during hospitalisation, moves into residential/nursing care and even after the 'cared-for' passed away, as this was usually when other services stopped seeing people as carers and reduced their support.

LAURA'S STORY

Laura* was a carer for her husband Harry*, who retired aged 65 but was diagnosed with a tumour a year later. Harry was "the love of her life" and Laura just wanted to care for her husband as best she could, but Harry did not want her to be involved in his personal care as he was a very private person.

As Harry became more ill, their lives changed significantly; Harry gave up driving and they no longer go out together. Their son and daughter helped with trips for shopping but Harry became withdrawn, even when they were just visiting.

Circles of Support helped find volunteer drivers to take them to hospital appointments, and they also advised and helped Laura to claim Attendance Allowance (AA).

Unfortunately within 2 years, Harry had passed away but Circles kept in touch with Laura and included her in news of social events and outings. In fact the quality of the support inspired Laura to begin volunteering herself for Circles of Support, and two more local organisations.

* All names changed **Case studies provided by citizen evaluators



"It would have been much harder if it hadn't been for Circles of Support's help and guidance. They were always positive and I would recommend the project to other carers."

- Laura



This is a social prescribing project which works with people currently in the health system, and rather than ask ‘what’s the matter with you?’ they ask people ‘what matters to you?’. It is designed to help people overcome the barriers to being less isolated, and taking part in their community. Although this project was delayed by a year, due to developing partnerships with statutory partners, the project received over 480 referrals in their first year.

Whilst it has taken time for people to understand the project, GPs, social workers, nurses, relatives and family members are now calling and referring to the project on a daily basis. Sometimes it is assumed that WBC can solve all problems, and as other services have closed, they are seeing people with more complex and long-term health conditions, and sometimes other inter-related issues including grief, mental ill-health, housing and homelessness, fuel poverty, debt, and alcohol misuse, all in addition to social isolation and loneliness.

— — — — —
“I could have done with this two years ago to combat my loneliness.”
 — — — — —
 — — — — —
“They listened to our concerns and helped us sort through the maze of assistance available, and find the right help for myself.”
 — — — — —

SARAH’S STORY

Sarah wrote this herself and is happy for her name to be included.

“My name is Sarah W. and I am 62 years old. I suffer from anxiety and depression and was diagnosed with ME last year, which was pretty devastating and isolating. I was put onto the Healthy Lifestyles team who referred me to the Wellbeing Co-ordinators, and Shaun from their team visited me. He spent a long time going through everything, and it was reassuring to know that there is help out there which deals with non-medical problems. The support with form filling and assessments was a massive relief as for someone with ME and acute anxiety, it becomes very stressful and difficult to deal with.”



“Shaun also introduced me to a craft group that was run by a community builder. At the group, I met other people with problems which made me realise that others do understand and I am not alone . It was lovely to get together and have a morning with other crafters who had a variety of talents. After a short time I found that I didn’t feel well enough to attend the mornings but I had learned a new craft - Egg Art.”

“This opened up a whole new world to me, as it allows me to focus on something other than my health, and has been a real life saver. It does not require a lot of energy, which is vital with ME and I can lose myself in my work. I have to admit that I have become obsessed with eggs! I have only been doing this for about six months and have a huge amount to learn but that is part of the fun.”

GERALD’S STORY

Gerald* was referred to the Wellbeing service as he was feeling isolated due to suffering from severe pain in his left knee. Gerald felt his mobility and his confidence in going out alone had been severely affected. WBC visited and learned that apart from receiving care at home twice a day organised by his son, Gerald missed going out socially and had also lost confidence using his mobility scooter. The WBC made a referral to Age UK Befriending Service, and Steve* a volunteer befriender of a similar age, was introduced to Gerald.

They hit it off straight away as they had both been keen cricketers, and became firm friends, meeting up once a week. Steve drives and often takes Gerald out - so far they have gone to Totnes and to the local Lunch Club, which Gerald wishes to become a regular member of as he enjoys the company and the chance to meet new people. Having a wider social circle has made a real difference and Gerald already says he feels less isolated.

The WBC are also supporting Gerald with regaining his confidence on his mobility scooter and he is looking forward to being able to feel safe to go out on it alone soon.

*All names changed



The aims of this project were to stimulate a more personalised approach to meeting people's health and care needs by piloting a new support brokerage service. This partnership project with Torbay and South Devon NHS Foundation Trust (TSDFT), comprised a team of independent, self-employed support brokers, who were recruited and co-ordinated by the TCDT Health and Wellbeing Partnership Manager. The project received positive feedback; people appreciated more contact with the brokers, who spent time listening about what was important to them, and the chance to write their own support plan.

ANTHONY'S STORY

Anthony is a 57 year old man whose life and health has been effected by a stroke and fall that had left him with reduced upper body mobility and a lack of trust in health professionals. Recently, his spouse and main carer had been diagnosed with a long-term health condition. Anthony was receiving 2 ½ hours of support a week from an agency (30mins every weekday), but although there was enough of a personal budget to allow for twice this amount of care, no agency had availability at the time Anthony wanted support. The Mysupportbroker discussed the alternative of employing his own support assistant and the benefits this would bring. Anthony was nervous of changing but liked the idea of support which was geared around his timings and so he decided to use the remaining budget to try out employing his own support assistant for the afternoons, with a view to increasing the hours of the support assistant in the longer term if it worked.

SARAH'S STORY

Sarah is a 80 year old who lives alone, and due to her Parkinson's condition she hadn't been outside in 3 years. She occasionally spoke with family via Skype but the screen on her computer was too small. She was desperate for interaction with others to tell them all of her stories from the past. She also wanted to access her garden. With the understanding of how important this was, the Broker was able to identify a grant that specialised in equipment and aids for disability access to gardens and for a Fire Service check on the property. The Broker helped her to purchase a bigger screen and provided her with a documenting life story toolkit.



**The Community Builders,
April 2016**

The original aim was to develop a network of community builders and connectors who would enable people to share their skills, time, passion and energy, and support each other. Through ongoing engagement, they aimed to re-connect the most isolated older people to their local communities.

FRAN'S STORY

Fran has been attending the Stepping out weekly group for the past year. A group which was set up for people who find it difficult to go into already existing groups due to high anxiety depression and ongoing isolation. Fran has gained in confidence overcoming periodic setbacks both mental health and physical and has now broadened her horizons recently by offering to become the lead volunteer for the once a week Breakfast club held at a community venue, became a volunteers for Age UK and volunteers for Stepping Out. Fran is now able to bring people into conversations and demonstrates empathy for others. As Fran says she would like to help others in reaching their potential as she has been given the space too. Fran has said on numerous occasions that without the help of this group she would dread to think where she would be today.

MARY'S STORY

* All names changed

Our Community Builder Nina met Mary* and then wondered what had happened to her as she didn't see her for months. When one of her neighbours mentioned to Nina that Mary had been unwell and rarely left the house, Nina decided to go and see Mary, and found out that she was recovering but had lost her confidence about going out. Nina knew Mary enjoyed needlework and crafts, and told her about the local activities going on. A few weeks later Mary went along to the craft group and found it so welcoming that she soon began going regularly. When the Crafty Fox Project started Nina invited Mary along to the meetings, and she began helping with Up-cycling furniture and setting up the cafe. Mary became a strong, reliable volunteer, and as well as having new friends she helped to change many other lives in the community, and also helped to get funding for the project.



OURBUS TORBAY



Getting out and about is often a challenge in Torbay – there are high levels of deprivation, a hilly terrain, and 20% of over 55s are vehicle less.

“It’s amazing what a conversation in a field can lead to. We weren’t going to let our bus go - and TCDT came up with a solution”

In fact our research for the Ageing Well bid in 2014 identified the lack of transport as one of the main contributing factors to social isolation amongst people over 50. A part time researcher was employed in summer 2016 to develop the initial plans for daily and weekly minibus trips, and a neighbourhood car scheme.

However, our initial research and plans were overtaken in February 2017 when a local commercial bus provider announced plans to cut 17 bus routes – most of which served the residential areas with significant older populations.

Preston Community Builder Chris invited Councillor Mark King to attend a meeting at Oocombe Farm Café, where he could tell people what he proposed doing to save the 60 bus route. Over 150 people turned up, and the meeting had to be held in the open air as there was nowhere big enough to house them all.

After the meeting, two gentlemen spoke to Chris, and said that they would be very interested in setting up a community transport service. One was the chair of a local residents’ association and the other was involved in the Brixham community bus scheme. Torbay Community Development Trust, a councillor and other interested parties started working on a business plan for community transport in Torbay, and after four weeks of negotiation with the Council, TCDT agreed to run the 60 service, and look at the viability of the 65 and 67 services.



Ourbus Launch, April 2017

What we have learned:

1. The bus services are less about travelling, and more about the social interaction on the journey, and the social interaction possible at the destination.

2. We knew if people lost their ability to leave their homes, they become more isolated, but we underestimated how much local buses are safe meeting places and moving 'community centres'.

3. Regular passengers know and look out for each other, as do the scheduled service drivers who also get to know where every passenger lives! If buses go, this is lost.



“The 60/61 is a lifeline and anyone using a car at the moment they may need it in the future. As I get older and less able to drive I rely on the bus almost daily”

All of the above has been made possible by the Ageing Well Torbay funding of a part time researcher and a full time Community Transport Operations Coordinator. The researcher identifies the gaps in provision, maps services and identifies solutions.

The Operations Coordinator organises drivers, bus provision, route management, bookings, concessionary fare refunds, maintenance, and safety checks.

The logistical demands of running regular bus services are significant for an organisation like TCDT and the Ageing Well Torbay Programme, but the benefits to the Programme far outweigh the considerable additional effort needed.

WHAT HAS AGEING WELL

We engaged with **1600 people over 50** who were isolated, and through involvement in the programme we reduced their levels of loneliness **by half**. People have different ideas about loneliness & social isolation - some people go out a lot and appear socially busy, but are still lonely.

ENGAGED WITH 1600
PEOPLE OVER 50



We supported the development of **over 130** grass roots activities and clubs including local coffee mornings, bowling clubs, hula-hooping clubs, writing groups, chronic-pain groups, craft groups, Sunday lunch clubs, men in sheds activities, and walking /stroll meet-ups.

OVER 130 CLUBS &
ACTIVITIES SUPPORTED



We ran **20** 'food for thought' sessions so that **over 400** older people could tell us what would help them and others to age more positively in Torbay. We then wrote this in a report which will be turned into a "Positive Ageing Strategy" for Torbay.

400 PEOPLE INVOLVED
IN FOOD FOR THOUGHT



As part of celebrating ageing, we have run 2 annual Ageing Well festivals and a symposium - with **over 1400** people attending. A further **300 attended** the Sunday lunches on National Older Person's Day, 2016. These events were organised with our festival steering group, which is made up of people over 50.

OVER 1400 AT 2 FESTIVALS
AND A SYMPOSIUM



TORBAY ACHIEVED?

Our Community Builders are helping people to swap their skills and time with each other. So far, **14 timebanks have been set-up**, **2862** hours have been exchanged on Torbay Timebank, and there are **253 members** across the bay. Timebanking helps people appreciate the skills & experiences older people have to offer.

OVER 250 TIMEBANK
MEMBERS, 14 TIMEBANKS



We helped local people to come together and save their local bus service (Route 60, now run by TCDT). We know that transport can make the difference between enabling people to stay socially connected, and them becoming isolated.

SAVED LOCAL BUS ROUTE



We know information and lack of communication can also help people to stay connected to their communities. We have supported the development of **9 community magazines** receiving submissions (such as articles and adverts) from Ageing Well Torbay and our delivery partners.

9 LOCAL COMMUNITY
MAGAZINES SUPPORTED



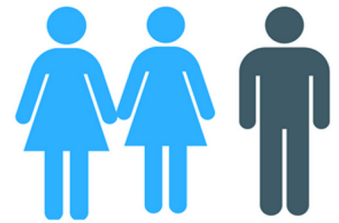
The neighbourhoods team worked with an additional **800** people as good neighbours and/or Connectors in their communities. Every community has “connectors”, people who can bring others together, know what’s going on in their communities, and are easy to talk to.

800 CONNECTORS

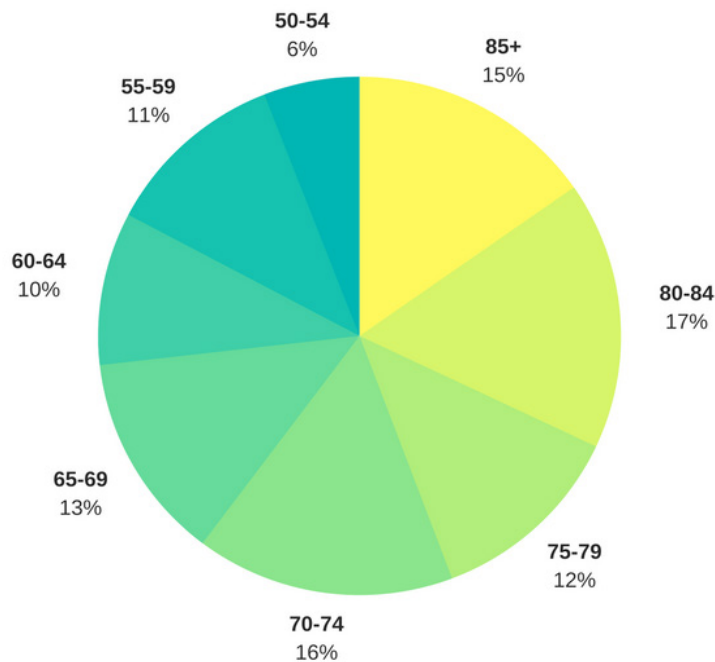


WHO DID WE REACH?

We know from our surveys that we are working with more women than men (**about 2:1 ratio**) across a range of ages, matching the national gender ratio.



**TWICE AS MANY
WOMEN AS MEN**



17% under 60 years and 44% over the age of 75 years.

Over half of the people completing the surveys said they lived alone and we know from population studies this often leads to higher levels of loneliness.



**64% OF PEOPLE WE
WORK WITH LIVE ALONE**

Illness and disability often affect a person's ability to get around and socialise, and so may also increase isolation & loneliness. **Over 55% of the people we worked with have either a long-term illness or a disability.**



**55% HAVE A LONG TERM
ILLNESS OR DISABILITY**

One in five people are carers, who may not recognise themselves as lonely (because they are often living with the person they are caring for) but who do feel and become socially isolated because of their caring responsibilities.



1 IN 5 PEOPLE ARE CARERS



GROWING THE AWT PROGRAMME

Putting the views and wishes of
Torbay's older people into action.

WHAT DIFFERENCE DID THE PROJECTS MAKE?

One of the main aims of the AWT project was to reduce levels of loneliness and social isolation. Being lonely or isolated does not feel good, and it also affects physical health and mental wellbeing.

REDUCING LEVELS OF LONELINESS

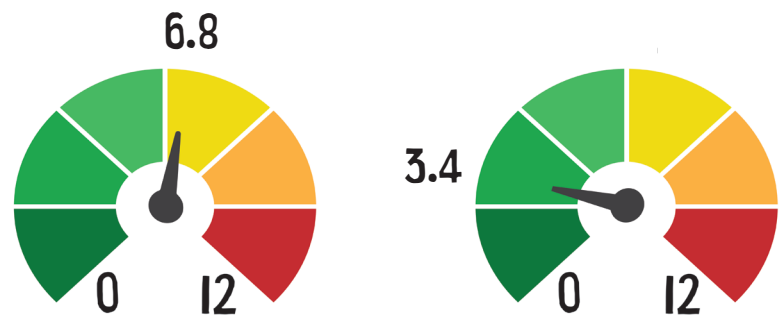
Our two different measures of loneliness and social isolation show us that levels of loneliness have been halved, through engaging in the AWT project.

Campaign to End Loneliness scale

This scale runs from zero to twelve, and the average Campaign to End Loneliness score of participants (aged 50-59) **has decreased from 6.8 to 3.4** – so engaging in the programme reduced levels of loneliness **by half**.

CAMPAIGN TO END LONELINESS SCALE

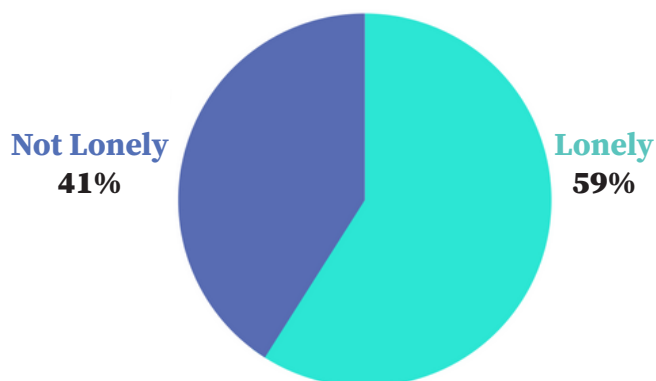
THE LOWER THE SCORE, THE LOWER THE LEVEL OF LONELINESS



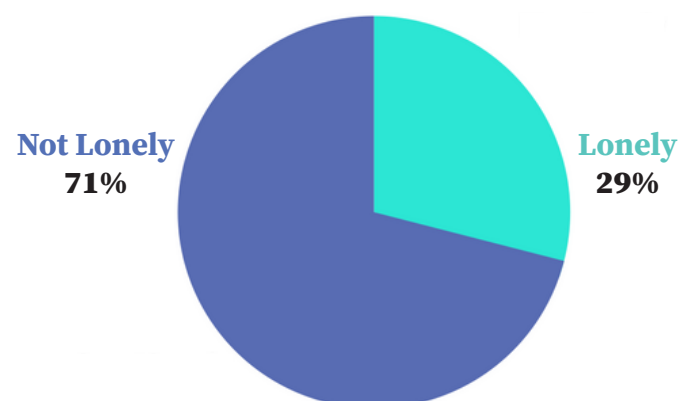
UCLA Loneliness scale

The University of California & Los Angeles showed that after engagement with the Ageing Well Programme, the number of people who rated themselves as 'lonely' **decreased from 59% to 29%**.

LEVELS OF LONELINESS ON ENTERING THE PROGRAMME



LEVELS OF LONELINESS AFTER ENGAGING WITH AWT



INCREASING SOCIAL CONTACT

Social contact with family members and others increased after engaging with the Ageing Well Projects:

People over 50 who met up daily with friends, **increased from 39% to 51%.**



MEETING DAILY
INCREASED TO 51%

People over 50 who met up with friends and family at least weekly **increased from 64% to 76%.**



MEETING WEEKLY
INCREASED TO 76%

People over 50 who spoke to friends and family on the phone at least weekly **increased from 74% to 85%.**



PHONING WEEKLY
INCREASED TO 85%

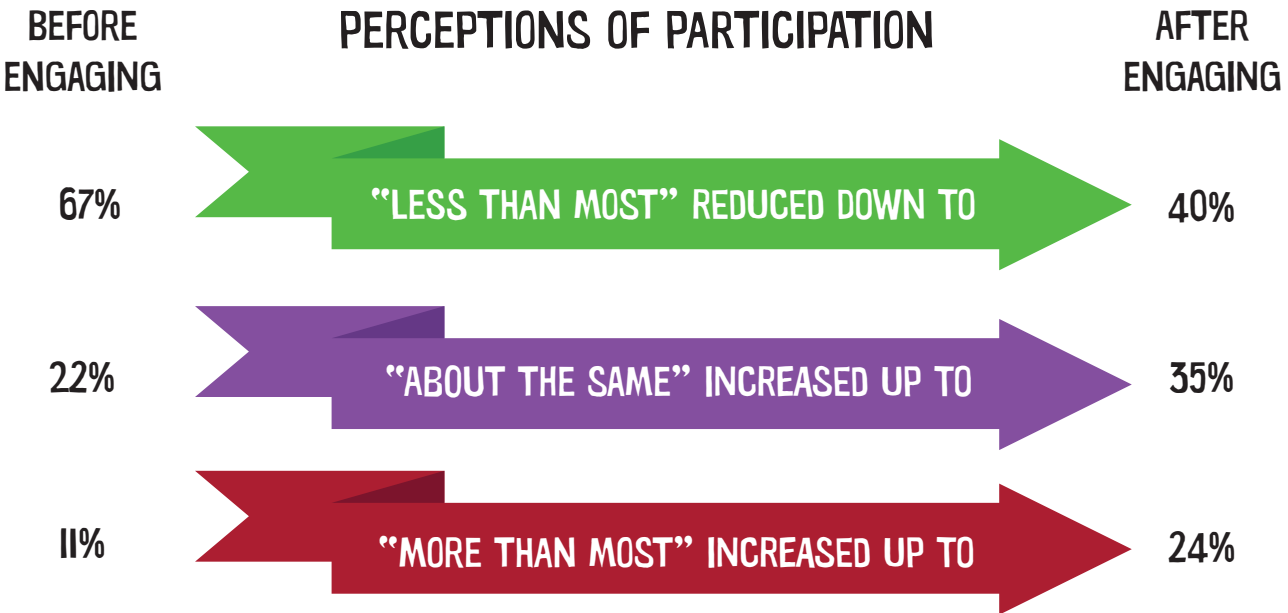
People over 50 who used text messaging to friends and family at least weekly, **increased from 39% to 47%.**



TEXTING WEEKLY
INCREASED TO 47%

INCREASING PARTICIPATION IN ACTIVITIES

We asked people, ‘compared to other people of your age, how often would you say you take part in social activities?’ **We found that after being involved in the programme, engagement in social activities increased substantially.**



EMPOWERING PEOPLE AND COMMUNITIES

The asset based community development model has involved the development of a network of neighbourhood based Community Builders and volunteer Connectors.

However it takes time to develop trust in communities and empower people. The project has had to work at the pace of individuals rather than the programme, but by building on what is strong, good local intelligence and ongoing engagement, the community builders have been able to target the most isolated older people.

After being involved in the programme, more people felt they could utilise their skills and knowledge and get involved in issues which affected them. The percentage of people over 50 who said:

“Local people in my community can get involved in issues that affect their lives”

Increased from 51% to 68%

“My local community works together to identify and act for the benefit of the community”

Increased from 38% to 56%

“I am able to utilise my skills, knowledge and/or expertise for the benefit of my community”

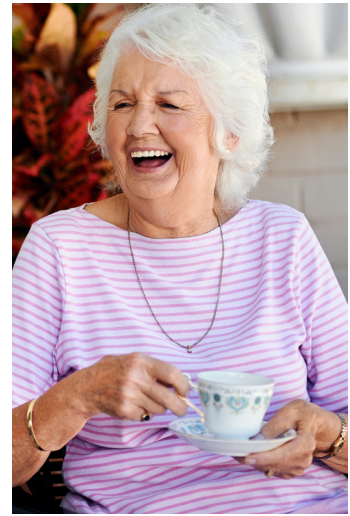
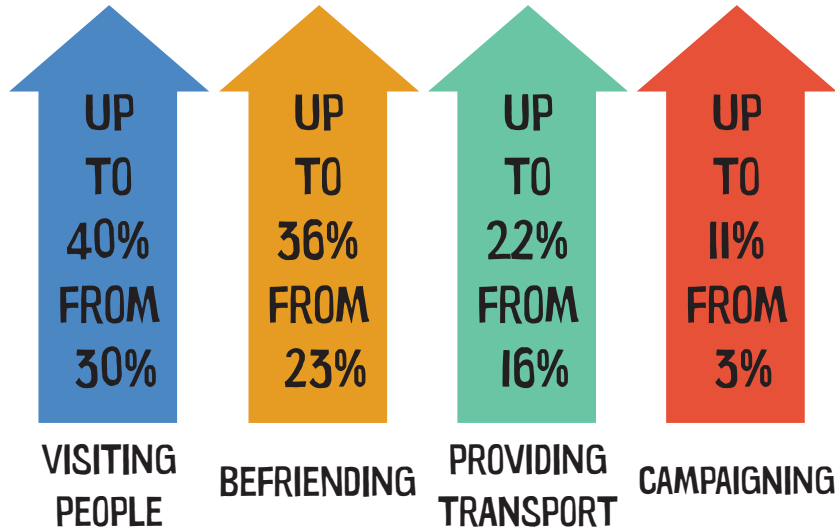
Increased from 21% to 46%

In addition to empowering and encouraging people to get involved in local issues, older people frequently told us that they were part of the solution to ageing well – often more able to support their peers, rather than “a problem to be solved”.



HELPING OTHERS

More than half (54%) of the people over 50 were already providing unpaid help to others when they engaged with the Ageing Well Programme but this **increased even more to 75%** .



IMPROVING HEALTH & WELLBEING

IMPROVED PHYSICAL WELLBEING

Overall people felt their health improved measurably after being engaged in the programme, and on a scale of 1-100 where 100 related to the best health imaginable, **the average level of health rose from 55 on entry to 68 on exit.**

The percentage of people reporting some problem with mobility **dropped from 70% on entry to 54%**



70% DOWN TO 54%



The percentage of people reporting some problem with self care **dropped from 31% on entry to 19%**



31% DOWN TO 19%



The percentage of people reporting extreme pain or discomfort **dropped from 23% to 15%**



23% DOWN TO 15%



IMPROVED PHYSICAL WELLBEING

There is increased interest in reducing social isolation and loneliness because recent research shows it has a marked impact on physical health:

- The effect of loneliness and isolation on mortality is comparable to the impact of well-known risk factors such as **obesity**, and **cigarette smoking**
- Loneliness is associated with an **increased risk of developing coronary heart disease and stroke**
- Loneliness **increases the risk of high blood pressure**
- Lonely individuals are also **at higher risk of the onset of disability**



“This project has saved my life...I used to spend endless hours watching the world go by through the window, and now I feel I’m part of it”

The good news is that people engaged in the AWT programme reported significant improvements in their health, so that getting together with others is as good for us as it is enjoyable.

REDUCTION IN USE OF HEALTH SERVICES

With improved wellbeing, there were corresponding drops in the use of health facilities. People were asked in the preceding 12 months, how often they had visited their GP and/or also been admitted to hospital.

GP visits were **almost halved**, and **reduced from an average of 6.8 a year, down to 3.5 times a year.**



6.8 DOWN TO 3.5



Hospital admittances were **more than halved**, **reduced from an average of 1.75 a year, down to 0.65 times a year.**



1.75 DOWN TO 0.65



CHANGES IN LEVELS OF MENTAL WELLBEING

Through our projects, we have found that a significant number of the older people we are working with are experiencing poor mental health due to bereavement, grief related to redundancy, relationship-breakdown, onset of illness and/or disability. We know that isolation can also have an adverse effect on self-esteem, confidence and increase anxiety.

“It helps me to keep positive and get through my difficulties, their support is much appreciated, they are very patient with me”

Our survey evidence (The Shortened Warwick Edinburgh Mental Wellbeing Scale - SWEMWB) suggests that the

Ageing Well Torbay programme is having a meaningful, positive impact on the mental wellbeing of its participants.

The percentage of people rating themselves as experiencing extreme anxiety and depression, **dropped from 20% on entry to 8% on follow up.**



20% DOWN TO 8%



Our delivery partner projects all recognised that there was insufficient support for mental wellbeing across Torbay, and it was also highlighted through our ‘Food for Thought’ focus group work with older people. It was one of the outcomes we later commissioned the Innovation Fund around in May 2017.

“You will never know how much better I felt, knowing that the people who came wanted to be helping, and that at last, no-one was too busy to listen or help ”

“It has opened many doors to what help is available”



SHIFTING NEGATIVE PERCEPTIONS OF AGEING

AGEING WELL FESTIVALS



Two Ageing Well Festivals have provided lots of exciting opportunities to come together and try different activities, and also learning around the management of an event or series of events. For Year two, a Steering Group of people over 50 who were supported to organise the whole Festival event from agreeing a venue, a theme, contributors, catering and publicity, to also being Festival stewards on the day itself, which took place at Torre Abbey.

It was a huge success having attracted over 400 people, and feedback was very positive. Following on from their triumph, the Festival Steering group decided to run a second event in May 2017, the Symposium of Ideas.

94% rated activities as exceptional or good

89% agreed promoted a positive image of ageing

72% agreed the event improved their perception of ageing

The Symposium included talks on back garden astronomy, local geological sites, Torbay's musical history and craft and dance, and attracted over 350 people.

The co-ordination of the festivals and symposium were supported by the AWT Participation Development Officer and Communications & Marketing Team.



“Without a doubt, there needs to be more of these events to allow people to meet others from all backgrounds”



“Having lost my husband a little while ago, I find I need things to do, places to go so these workshops are worth thinking about”



INVOLVING PEOPLE OVER FIFTY

VISIONING FOR AGEING POSITIVELY IN TORBAY

The Ageing Well Torbay programme, offered to help the development of a new vision for Positive Ageing in Torbay, by gathering the experiences and ideas of people over 50, about how to improve structures and services, and what inhibits or helps positive ageing, and what contributes to or reduces social isolation.

Over 400 people took part in our 'Food for thought' engagement work during Spring 2017. The focus groups were arranged as café style events and people could also send in their views, using a freepost 'burning issue' postcard.

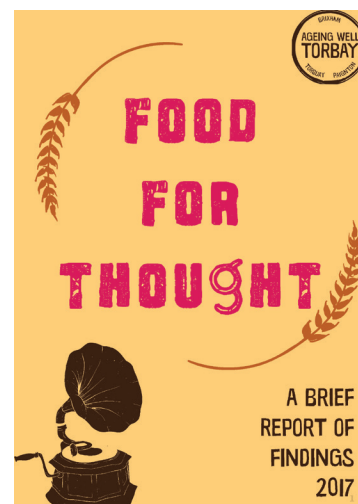
The focus groups provided really good insight into what older people thought would help them in terms of information, housing, transport, support, access to the environment and social activities.

We then used the views and voices of older people we collected to write a report which we published and shared with Torbay's health and wellbeing board. This will be used to write the new Ageing Positively Strategy and we hope it will be the beginning of Torbay becoming Age Friendly.

In May 2017 we agreed to commission new projects through our Innovation Fund using the priorities the local older people had identified. We also set up and trained a panel of local older people to assess the tenders for projects.



“Don’t isolate older people, housing them in one site with limited means to get out and about”



OLDER PERSONS' ASSEMBLY

The development of a new Older People's Assembly was envisaged as a means of lobbying for better people-centred services, where older people could help services agree priorities and effectively influence local policy and practice that affects them. This work is closely aligned to the positive visioning work and in 2017/18, AWT will be co-designing the structure and functionality of the Assembly, with a launch in June 2018.

INNOVATION FUND

One of our main aims at AWT is ensure that the programme is co-produced with people over 50, recognising and using their knowledge and skills and ensuring that they are also at the centre of decision –making.

The commissioning of new projects through our Innovation Fund which was launched in May 2017, reflected a process of genuine empowerment and participation of older people in the programme. Firstly the issues older people identified during our Food for Thought sessions, were the priorities we launched the Innovation Fund to meet, and these were:

- Increasing the range of affordable activities available,
- Increasing the opportunities for people to benefit from the skills of older people through peer support
- Better access to affordable technology for information and social connection, and increased opportunities between generations to connect.

Local organisations and groups could apply for between £5k - £25k if they were co-designing innovative responses with older people. Ageing Well Torbay recruited and trained a panel of eight older people who then assessed the applications and made recommendations on which projects should receive funding. The panel allocated funding to eight new projects and a total of £170,000 in July 2017.

The Innovation Panel members were Pat Aphra, Mervin Gibbs, Reg Ashton, Stan Stanislaus, Pat Teague, Richard James, and Jan Mitchell.



**Riviera FM awarded £17,548
by Innovation Fund panel**

BIG POT FINANCIAL INCLUSION COMMISSION

During our ‘Food for Thought’ sessions, local older people told us that they wanted more local and accessible advice services, where they could drop-in and get information on entitlements or help with filling in forms. They felt many people wouldn’t seek advice, as they may not even know what they were entitled to, and so they wanted services to also reach out and spread advice and information.

In August 2017, a small group of local older people came together with organisations and groups to co-design what a new financial advice and information service might look like – that service was commissioned in September 2017.

WHAT HAVE WE LEARNED?

HOW ARE WE REACHING ISOLATED/LONELY PEOPLE?

As the projects and workers have become known in their communities, local people are now coming and telling them who is isolated and who they should talk to. Meeting and beginning to work with the more isolated has happened gradually, either as other organisations know and understand better what AWT projects do, and refer people.

WHAT DO WE UNDERSTAND ABOUT SOCIAL ISOLATION?

People have different ideas of social isolation – and so we need to respect and accept an individual's own perceptions of isolation and feeling lonely. Some people do not see themselves as isolated (even when they have no social circles or outside contact) because they have a partner. Conversely others may have groups and friends – but consider themselves isolated as they don't have a partner to come home to.

The longer someone has been lonely and isolated – the harder it is for people to connect again. Isolation and loneliness erode confidence and self-esteem, and this takes time to build these back up. Isolation gradually becomes normal after a while, so that it becomes easier not to socialise.

There are significant barriers to socialising and getting out, which need to be overcome first. These barriers include:

- Lack of local community space for meeting up or lack of activities of interest
- Lack of transport for getting to events/activities.
- Personal mobility and disability issues.
- Policies & procedures – working with organisations and their red tape
- Family concerns and worries
- Personal caring responsibilities
- Finances

All areas (from least to most deprived) contain people who are isolated.

Less deprived people may have more money to go out, but they may not live on bus routes or easily bump into their neighbours. Sometimes people in the most deprived areas are more connected, and experience more neighbourliness or support within their communities.

Personal experiences or life events (such as moving areas, redundancy, divorce, bereavement, onset of poor health) can trigger loneliness or isolation. Sometimes even those who are coming out of isolation can have other life events which put them back again.

We are measuring how much we have helped people who were isolated to become less isolated, but not recognising how much prevention work we are doing, e.g. how many people who were not socially isolated but are now more socially connected, confident and resilient as a result of our interactions and activities.

A TAILORED, INDIVIDUAL APPROACH WORKS BEST

A ‘one size fits all’ approach isn’t effective or appropriate when attempting to identify older people who might be at risk of isolation. Knowledge of the community as a whole, and spending the time to develop trusting relationships is essential.

SUPPORTING PEOPLE TO DEVELOP LINKS - GETTING THE MATCH RIGHT

Getting the ‘right match’ when supporting the development of links between people is really important.

Circles of Support, Growing Older Together and the Neighbourhoods all highlighted that simply introducing people to each other does not always lead to positive outcomes. There needs to be a shared interest or life experience. Geography also plays a part, as ensuring people are matched up to the right person within their local area has very evident benefits.

BUILDING ON THE ASSETS OF ALL PEOPLE INVOLVED IN THE PROGRAMME

The evidence data shows that once participants become involved in the programme, they are more likely to actually go on to provide unpaid help to others and to volunteer themselves, or plan to in the future. This suggests that involvement in the programme is stimulating individuals to want to give something back which should help build the programme and support its sustainability.

THE BENEFITS OF INTER-GENERATIONAL WORK

A number of projects highlighted the benefits of inter-generational work and focusing on this would help ensure the sustainability of the programme in the longer term.

Neighbourhoods identified that the social activities and groups that had been developed were having an impact on the wider community, which was increasing connectivity between different age groups and also reducing generational stigma and stereotypes. Furthermore Circles identified how the inclusion of volunteers from the wider community resulted in them learning more about the skills and abilities of older people, which in turn was being shared with the wider community.

VALUE FOR MONEY

HOW HAVE WE SPENT THE MONEY?

People often ask us how we have spent the Big Lottery funding, and some have asked why we haven't given £100 each to all the 60,000 people over 50 in Torbay. We always explain that we haven't spent all £6 million yet, and that we can only use it to do the things we promised to do in our original funding bid, to meet our original goals - exploring and testing ways to reduce social isolation and loneliness, which will make a difference to older people for a long time to come.

<u>EXPENDITURE</u>	2 years total in £1000
Management costs and overheads	211
Seniors Assembly Development	27
Evaluation	64
Neighbourhoods	682
Aspirations and Service Design	263
Positive Ageing	113
<u>TOTAL COSTS</u>	<u>1,360</u>
<u>FUNDING</u>	
BIG Lottery	1,498
Other Funding	104
TOTAL FUNDING	<u>1,602</u>
BALANCE CARRIED FORWARD TO YEAR 3	<u>243</u>

Getting the Programme up and running, involved developing strategic and local partnerships which took time, and meant we were slower at spending the funding than planned. This resulted in the balance of £243k being carried forward to be spent in year 3.

A HUGE THANK YOU

The Ageing Well Torbay Programme and this report would not have been possible without:

Big Lottery ‘Fulfilling Lives, Ageing Better’ Funding – it is now rare to get long-term funding and have permission to test out new and innovative ways of working, and learn not only what works best, but also what does not work and why, and to share this learning. We also appreciate our Big Lottery Relationship Manager **Ruth Bamford**, who has given us her unswerving support, and been a positive, critical friend along the journey.

The Ageing Well Torbay Programme Board who are all volunteers, meeting quarterly to provide the essential governance and guidance to the programme. The AWT Board members include Martin Oxley, Chair of AWT and Chair of TCDT, Frank Wye, June Pierce, John Gunson, Kevin Dixon, Michael Eccleston, Paul Iggulden, Jacqui Little, Fran Mason, Anne Wagner, Ruth Bamford (Adviser – Big Lottery Relationship Manager) and Martin Simon (Adviser - Nurture Development).

The Ageing Well Torbay Festival Steering Group who are all volunteers and work tirelessly to produce the annual festivals. They include June Pierce, Frank Wye, Richard James, Paul Field, Carol Kendall, Audrey Wilcox, Rodger Smith and Pamela Oatley. Past members include Stan Stanislaus, Joyce Mitchell, and Dr. Marilyn Fryer.

The Ageing Well Torbay Project Leads who include Tracey Cabache (Neighbourhoods Project), Helen Harman (Age UK Torbay), Emma Barton (Brixham Does Care), Emma Young (Mencap), Billy Hartstein (MySupportBroker), and Pennie Evans (Carers Aid Torbay).

The Ageing Well Torbay Local Evaluation Team: Allice Hocking, Melanie Brooks and Donna Vascott from SERIO at Plymouth University. Also our five citizen evaluators: John Burstow, Maggie West, Carol Kendall, Margaret Forbes-Hamilton and Frank Turner.

The Ageing Well Torbay Programme Office Team: Simon Sherbersky - Director, Sue McDermott - Programme Manager (2016-present), Justin Wiggin - Programme Manager (2015-16), Jess Slade - Participation Development Officer, Karla White - Marketing and Communications Officer (2017-present), Sophia Sheridan - Marketing and Communications Officer (2015-17), Matt Saunders - Marketing and Communications Assistant.

Special additional thanks:

Front-page artwork by Phillip Savvas, report written by Sue McDermott, layout by Matt Saunders, graphic design by Matt Saunders & Karla White.

HOW YOU CAN GET INVOLVED WITH AWT

JOIN THE ASSEMBLY

All people over 50 in Torbay are invited to come and take part in the planning and formation of the Ageing Well Torbay Older Persons' Assembly. The assembly will be a platform for people in later life to share their views, and be part of decision making processes. We really want local people join us and be a part of shaping the structure and role of the assembly, and we're hoping they will come to the local meetings to find out more, or contact Jess Slade on **01803 212638** or email **jessslade@torbaycdt.org.uk**



CO-WRITE THE RETIREMENT GUIDE

Ageing Well Torbay is planning to co-curate a retirement guide in 2018, written and illustrated by people in later life. We are looking for writers and contributors who would be interested in getting involved with this or the Ageing Well Newsletter.

You do not need writing experience, only an interest in issues and time to put pen to paper, as support from our Comms team will be available. Find out more by contacting Karla/Matt on **01803 212638** or **karlawhite@torbaycdt.org.uk/ mattsaunders@torbaycdt.org.uk**

HIDDEN HEROES

Could you be one of Ageing Well Torbay's hidden heroes? There are strong assumptions and stereotypes in the media about older people and we want to do something which changes this. Our Hidden Heroes project will be a media campaign which celebrates people in later life by revealing their hidden abilities and histories in a poster campaign across Torbay. It will promote positive ageing to the wider community and challenge current ideas and perceptions of what it is to grow old. Find out more by contacting Karla/Matt on **01803 212638** or **karlawhite@torbaycdt.org.uk/mattsaunders@torbaycdt.org.uk**

STAY IN THE LOOP

To keep up to date on all the latest news from the Ageing Well Torbay programme, you can use any of the contact details available on the back of this report.

We have a quarterly newsletter, which is both printed and available online, which you can pick up from local community spaces, or sign up to our online mailing list by emailing us.



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