

**Altogether Better - the Ageing Well programme in Barnet
Project Plan - Stage 2b**

April 2013 - March 2014

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1. Introduction

A significant projected increase in the population of people aged 65 and over has been identified in the recent Joint Strategic Needs Assessment (JSNA), whilst at the same time; the resources to the Council to meet the needs of Barnet's residents are set to decrease in line with the Government's Comprehensive Spending Review. There is therefore a need for the council to explore different ways of supporting its older population in a manner that maintains independence, health and well being.

Barnet's Health and Well Being Strategy has two overarching aims: 'Keeping Well' a strong belief in 'prevention is better than cure' and 'Keeping Independent'. Together with the Neighbourhood Model, the programme has a key role in building resilience in families, the community and neighbourhoods. The programme will improve access to local information and advice, will assist to develop mutual support between citizens, increase inclusion and develop neighbourhood and community based support networks for older people.

Phase 1 of the Barnet Ageing Well Programme comprised a series of workshops and meetings which took place in September and October 2011, with a wide range of stakeholders from within and outside of the council. A number of themes emerged, including the development of sustainable supportive neighbourhoods, as an approach to enable older people to live more independent lives, and to facilitate well being. This forms Phase 2 of the programme. As part of Phase 1 the Leader agreed to an Ageing Well Member Champion.

This project plan describes Phase 2 of the programme, links it to key strategic developments and outlines the work being undertaken in the three localities, and summarises borough wide initiatives.

The Ageing Well programme is a cross cutting theme, and will also support other initiatives; e.g. specific objectives in the Information Advice Advocacy and Brokerage Strategy Refresh. Together with the Neighbourhood Model the programme will stimulate increasing use of social capital through effective use of volunteers and encouragement of peer support and also through encouraging and supporting local leadership.

The council's role in Phase 2 of the programme is to set up structures, processes and a framework for Ageing Well in Barnet. The programme is capable of achieving considerable outcomes but this depends on its success in gaining the enthusiasm and support by members of the respective local communities.

Funding has been allocated from the Section 256 budget for 2012/13. It is planned that the borough wide projects will be delivered by local community organisations following a competitive exercise.

2. Local developments, Key Drivers and Strategic Links

Locally, Barnet Council is embarking on a major programme of change to personalise the way in which services are provided to people. Personalisation is about better providing people with support that is tailored to their individual choices and preferences. This approach will involve new types of working, new roles for staff members, new relationships between care providers and people requiring services, and different partnerships between those who supply services.

2.1 Transforming Social Care

Ageing Well underpins and supports all future activity under the Transforming Social Care agenda to deliver self-directed support. It is linked operationally to many departmental strategies and activity plans not only in social care but also to those in health, housing, libraries, recreation and communities. This ensures that the needs of the ageing population are linked to their communities and resources that may prevent the need for a formal services by addressing the well-being of older people enabling them to live in safe, supportive and functioning communities, in which they can participate and contribute as they choose.

Barnet's Ageing Well Programme, led by our Director for Public Health, supports this approach and the ambition to make Barnet 'a good place to age well'.

2.2 Older People's Day Opportunities

The Ageing Well programme will include work to support older people more effectively, and will actively support the changes to the provision of day opportunities for older people, which includes the development of the Neighbourhood model.

2.3 Community Buildings Strategy / Neighbourhood Agenda

The Council's Estates strategy 2011 to 2015 includes a target to complete a public sector community assets plan in the borough and develop the longer term strategy with an action plan to co-locate and manage community assets more effectively with the councils partners. This reflects the approach required for both Ageing Well and the Neighbourhood Model, where the aim is to have venues open to all, accessible and flexible.

2.4 Community Safety

Engaging the community in helping to make Barnet a safer place is a theme which runs through all the priorities set out in the Safer Communities Partnership Strategy 2011-2014. The community has an important part to play in delivering these priorities. The Ageing Well programme will support individuals to get involved with their community and, for example through the local Police Safer Neighbourhood teams, joining neighbourhood watches, looking out for vulnerable people encourage residents to help themselves by protecting their personal safety, property and taking responsibility for their own behaviour.

2.5 Children and Families

Working with the Children and Families department, the Ageing Well programme will support the development to extend the scope, range and delivery of the Community Coaching Model. Community Coaching is a citizen-led service to help people identify barriers preventing them from achieving their goals, to enable them to access available support to reduce the burden on public services.

2.6 Library Services

The Council's Library Strategy includes engaging with communities and offering improved community spaces, access and resources. The Ageing Well programme will support delivery of this strategy by: developing volunteering, outreach support and community engagement programmes and sharing buildings with partner organisations of value to specific communities.

2.7 Housing

Barnet Homes agrees that listening to their residents is important to gain a better understanding of their needs and to improve the services they provide. The Ageing Well programme supports their strategic objectives to provide a comprehensive range of opportunities for involvement, based on the preferences of residents and to involve residents in a range of community projects that lead to safe, sustainable, cohesive communities.

2.8 Health Services

Barnet Clinical Commissioning Group wants to further develop their meaningful engagement with patients, carers and their communities by developing patient participation groups. The Ageing Well programme will support individuals to get involved with their community and, for example through their GP practice patient participation group or by joining a locality patient group.

2.9 Community Partners

Meeting the needs of older people is not one single organisations' responsibility. Rather, it is the responsibility of all community partners. In delivering this project plan we are working with a wide range of voluntary, community private and public sector organisations. This approach supports the government's policy focus on the Big Society and Localism by developing new ways of working between statutory, voluntary and private sector service providers with local communities.

This partnership also has to entail individuals taking personal responsibility for their own health and wellbeing, families and local communities supporting people with their needs, and 'universal' services not traditionally associated with the health and wellbeing agenda taking steps to ensure that they are fit for purpose. As such this will be a programme of projects for health, care and support services delivered equally by the partners; and based on the resources that individuals, local communities and a wide range of partner organisations can offer.

3. Approach

The principles underpinning the approach to this programme include:

- Engaging the community and older people in **co-producing** the model using a variety of approaches to ensure more vulnerable older people and those who are harder to reach or socially isolated are also engaged in the work.
- Looking at **wellbeing in its widest** sense (not just clinical outcomes) which includes different ways of reducing social isolation and a **whole-system** approach that involves a wide range of partners.
- Understanding and developing **sustainable community development** and building community capacity.
- Finding out about and **using good practice from elsewhere**, as well as building on what is already happening across Barnet to develop best practice.
- The **improved use of resources** in a locality and between localities with recognition that there will be reduced resources of the next few years
- Promoting a **forward thinking, innovative approach** that is not returning to traditional solutions that considers renegotiating the relationship between state and citizens with a more **proactive** approach.

4. Phase 2 project plan

This project plan outlines the three stage process in developing Ageing Well in localities and drawing out the wider lessons for the whole systems approach across the wider local authority area.

Stage 1 - Identifying existing assets and practice

With a focus on each locality, locate key local people, key stakeholders and identify good local practice and map individual and collective assets.

Stage 2 – Exploring the issues and identifying areas of change required

Bring together communities and the organisations that are important to their lives to assess how things work now and look for different ways of working together.

Stage 3 – Working on local priorities to make change happen

Detailed work with small project groups, comprising local residents and their organisations in each locality in order to develop action plans and pilot local projects.

5. Objectives

The Ageing Weill work programme has been developed around the following five objectives:

1. To ensure that older people can obtain the information they need when they need it to enable them to more effectively access services.
2. To support access to, and increase the range of, social and community activities available for older people, in order to help tackle social isolation and loneliness.
3. To ensure there are the means to develop ways of providing “that bit of help “ at the right time, for example a listening ear, help with gardening and home maintenance.
4. To help people plan for a fulfilled older age.
5. To identify opportunities to reach out into communities. This includes engaging hard to reach and help isolated older people.

6. Evaluation

To enable a successful approach to ageing well programme in Barnet measurable outcomes are developed based on the following themes:

- Improving the awareness of the opportunities and services that are available
- Optimising the shared use of venues and other facilities
- Embedding intergenerational and whole family/household approaches
- Extending and deepening engagement
- Providing the “glue” to secure sustainable provision
- Enabling effective local leadership

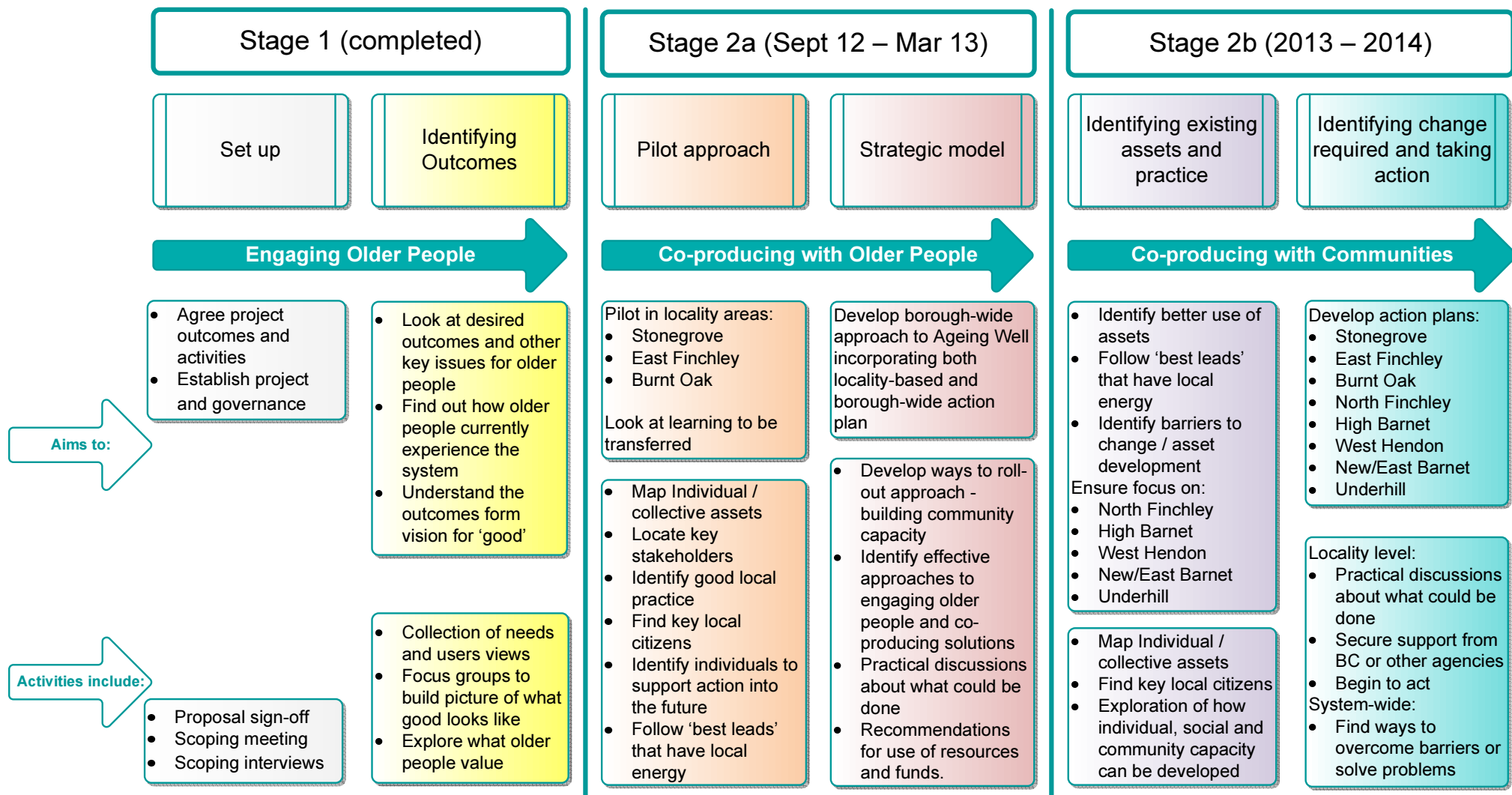
A base-line measurement using the Friendship Scale Tool which measures social isolation has been undertaken in Barnet’s 2012 Annual Residents Survey.

Base-line measurements being taken for each of locality will include:

- the number of individuals already involved in volunteering
- the number of people involved in community groups and clubs
- the number of people attending adult education courses.

Evaluating the effectiveness and impact of the projects is central to the approach. This will demonstrate outcomes achieved, what worked, what made a difference and how the outcomes were achieved. Evaluation of each locality project will also be undertaken and designed to appeal to participants taking part. The aim is to allow for a variety of different ways in which individuals can give feedback, reflecting the wide range of preferences that are typically present in a community-based setting. See appendix A.

7. Barnet Ageing Well - Project Plan



OUTCOME: Changes in mindsets and approaches to appreciating and building on community assets, supporting community capacity and development, co-designing solutions with older people as well as the development of strategic models for achieving this which involves the whole system



8. Progress to date:

The Programme is actively supporting three localities including East Finchley, Stonegrove and Burnt Oak. Links have been made with the Shadow Health and Wellbeing Board, the Older Adults Partnership Board and Barnet Older People's Assembly.

- Health and Wellbeing Board, 22 September 2011 (item 12). Noted progress on Ageing Well Programme.
- Older Adults Partnership Board, 15 November 2011 (item 2.3). Noted Ageing Well report will be approved by Barnet Council's Corporate Directors Group.
- Older Adults Partnership Board, 1 May 2012 (item 8.2). Noted the report on Place-Based approaches to Ageing Well in Barnet
- Members' Event, 29 May 2012. Review of progress and identification of priorities
- Older Adults Partnership Board, 19 July 2012 (item 5). Noted progress on Ageing Well Programme and reviewed Phase 2 Action Plan.
- ASCH Senior Management Team (Health), 12 September 2012. Noted progress on Ageing Well Programme and reviewed Phase 2 Action Plan.
- Meeting with Cllr Old, Ageing Well Champion, 18 September 2012. Discussed progress on Ageing Well and reviewed Phase 2 Action Plan.
- Barnet Older People's Assembly, 1 October 2012. Presentation and 'talking table' on Ageing Well Programme.
- ASCH Strategic Commissioning Board, 31 October 2012. Discussed progress.
- Meeting with Cllr Old, Ageing Well Champion, 6 November 2012. Discussed progress on Ageing Well and reviewed Phase 2 Action Plan.
- ASCH Senior Management Team (Health), 14 November 2012. Approved Altogether Better - the Ageing Well programme Project Plan 09/12-03/13
- Ageing Well Programme Board, 5 December 2012. Inaugural meeting. Discussed Altogether Better - the Ageing Well programme in Barnet 2013/14 Action Plan
- Health Overview and Scrutiny Committee, 11 December 2012. Discussed progress on Ageing Well and Altogether Better.

8.1 Asset Mapping

The agreed approach was to start by focusing on the assets of older people who live that in the three localities. This approach has enabled older people to identify ways in which they themselves could be better used to create places in which to age well.

The locality projects have reinforced the value of an asset-based approach. Older people are enjoying the experience of identifying their own skills and resources. At a local level, the asset-based approach has started to succeed in:

- Generating new and imaginative ideas
- Bringing key people together and engaging a wider group of people
- Linking public sector agencies with the ideas and efforts of the voluntary and community sectors

This approach is helping to identify and strengthen the social networks in each locality, and creating the basis for a thriving independent sector of social, leisure and cultural activities as well as opportunities for older people to volunteer and contribute to activities that would enhance their own lives and those of others. The asset mapping techniques is a very useful way of building individual and community confidence, creating a positive atmosphere and offering a shared forward agenda.

8.2 *Developing good ideas*

Among some of the ideas identified by older people, the following recurrent issues have been identified across the localities along with some good ideas for tackling them (see appendix A which includes information on borough-wide initiatives to address these issues):

- **Isolation** – no longer being able to drive or afford to do so, not being as steady on one's feet as before, being fearful of going out.
Good ideas include – intergenerational projects bringing together older and younger people in a community.
- **Being valued and able to contribute** – not being written off because one is older or retired; wanting to be part of the community and contribute especially to the lives of children and young people.
Good ideas included – increasing volunteering opportunities and structures, timebanking.
- **Information** - Older people need a lot of advice and information - about housing, finance, legal issues, bereavement, hospital discharge, health and healthy living, care and support and available services. It needs to be clear, easy to follow, and offered in ways that make the recipient comfortable and reduces anxiety.
Good ideas included - Community Agents, where local residents who know their area will be trained up to look out for whoever is vulnerable and be able to offer a range of advice and signposting, from benefits to home adaptations, and to develop an online portal.
- **Transport** - Frail older people will need access to transport for any vital journeys, including hospital appointments or GP appointments, shopping etc. It needs to be available when needed, to work and to be affordable.
Good ideas included - improving the quality of bus services, community transport schemes and affordable private transport such as local taxis.

8.3 *Organisational Mapping*

Each locality has undertaken a mapping exercise of groups, organisations and businesses within their area. To date, this includes approximately 180 names and addresses in East Finchley, 120 in Burnt Oak and 25 in Stonegrove.

8.4 *Marketing/Information Materials*

Marketing and information materials have been developed to support ageing well in each locality, including template letters to organisations, promotional leaflets and posters as well as an asset capture form.

8.5 *Locality Workshops*

Each locality has been planning and delivering workshops aimed at local organisations, groups and businesses as well as local residents. The workshops have been designed to introduce people to the overall Ageing Well programme and the idea of the asset based approach. Working in small groups the participants will be asked to ‘asset map’ their local area, develop good ideas and undertake a commitment to act:

- **Identifying individual and community assets** - Working in groups, to list examples of the personal assets that they would be prepared to share with others to make their local area a place in which to live and work. Also, to explore the wider pool of community assets and work out how these could be further developed and used differently.
- **Taking Stock** - In groups, identifying what is needed to do to make the locality a place in which it is good to live and work, in terms of improved collaboration between organisations and sectors and by building capacity in the community?
- **What is needed to do to put this in place** (i.e. commitment to act) - logging commitments to act, identifying unresolved issues and agreeing how to maintain the dialogue and momentum.

8.6 *Build a borough-wide approach*

This plan starts to deliver a bottom-up, borough-wide, asset based approach, supported by the learning and success of the locality working. From the outset it has been recognised that the model will need to include support and action at both a local and strategic level. In broad terms this has involved:

- Developing a strategic framework of community development activity across the borough focussing on improving the wellbeing of older people
- Adopting and supporting an asset-based approach across localities
- Agree action between individuals, groups, the council and key partners to identify key roles, governance issues and to join-up activity

8.7 *Develop locality based implementation plans*

From the initial locality meetings, the groups are being encouraged to start to describe the main things that need to be done to get their good ideas up and running (see appendix C for examples). In each case the aim is to make use of existing assets, hence minimising the costs of innovation and ensure the overall approach is sustainable. Further meetings are being organised where interested groups of people will be asked to imagine that their good idea is up and running and they have been asked to explain how it works to someone visiting their area. From this, the groups will decide which ideas to take forward and with the support of the Ageing Well Programme Manager will start to identify and define the benefits using the following criteria:

- Description – what does it do? Why do it? What issues does it tackle?
- Observation – what will change? What are the benefits? What is the likely uptake?
- Attribution – how are people and others involved? How does it help people? What accommodation, equipment and funding are needed? How can it be sustained?
- Measurement – where will the benefit arise? How and when will the achievement of the benefit be measured?

9. 2013-14 Action Plan

Altogether Better - the Ageing Well programme in Barnet 2013 - 2014 Action Plan

Introduction

1. This action plan identifies and prioritises the key initiatives to achieve the aims and objectives of Ageing well in Barnet.
2. The resources to achieve this action plan are provided from volunteers and voluntary organisations, Barnet Council and other partner statutory organisations. The Barnet Council's Adult Social Care & Health Commissioning team will facilitate this to happen.
3. The work of this action plan will link to other relevant strategies and plans to ensure a joined up and coordinated approach.
4. This action plan builds upon and progresses the successes from the action plan September 2012 – March 2013.
5. Each project/action will be reviewed annually and monitored by the Barnet Ageing Well Programme Board on a quarterly basis.
6. The work programme has been structured around the five objectives from the Altogether Better - the Ageing Well programme in Barnet plan. These are:-
 - a. To ensure that older people can obtain the information they need when they need it to enable them to more effectively access services.
 - b. To support access to, and increase the range of, social and community activities available for older people, in order to help tackle social isolation and loneliness.
 - c. To ensure there are the means to develop ways of providing "that bit of help " at the right time, for example a listening ear, help with gardening and home maintenance.
 - d. To help people plan for a fulfilled older age.
 - e. To identify opportunities to reach out into communities. This will include engaging hard to reach and help isolated older people

Objective 1: To ensure that older people can obtain the information they need when they need it to enable them to more effectively access services.

Project / Action	Key tasks	Expected Outcome(s)	Lead Officer	Resources	Target / Milestones	Partners (lead org in bold)	RAG
Improved Information Provision Improve range of information and access to information on:- <ul style="list-style-type: none"> • LBB website • Partners websites (Dependencies: 2.2, 2.3, 2.9)	Partners to carry out review of their websites for ease of accessing information	Improved access to information	Chris Palmer, Head of Communications	Within existing resources	July 2013	LBB , All partners involved	
	Independent living and positive ageing to be integrated into LBB website	Improved range of information available	Chris Palmer, Head of Communications	Within existing resources	Sept 2013	LBB , ASCH	
	Coordinate and expand information provision at local events, flu clinics etc	Increased number of people attending events, flu clinics etc	Dawn Rowe, Communications Manager	Within existing resources	Dec 2013	ASCH , All partners involved	
Improved Access to Information, Advice & Guidance Improve the opportunities for accessing accurate information and advice across the borough (Dependencies - 2.2, 2.3, 2.5, 2.7)	Commission an extended citizen led community coaching / agents service	Support to isolated older people, to reduce social isolation and promote participation	Stuart Collins, Head of Troubled Families	Within C&F resources	June 2013	C&F , ASCH, Barnet Homes, DWP, BCIL,	
	Build on the development work with Contact Centre to ensure that the one-stop shop promotes good access	Increased number of people helped to identify barriers and enable them to access the available support	Emily Bowler Customer Care / Business Manager	Within existing resources	Sept 2013	ASCH , Capita	
	Increase the number of locations where citizens can get information from trusted sources in the community	Increase help for people to stay independent and plan ahead for future needs by increasing awareness of resources	Glen Crosier, Commissioning Manager	Within identified IAAB resources	Sept 2013	ASCH , BCIL, OP Assembly, Pension Service, NHS, Police + community groups	
	Develop a borough-wide Older People's Well-being Information Referral Tool	Community groups and service providers are identifying socially isolated individuals and supporting them to access their services.	Stephen Craker, Ageing Well Programme Manager	TBC	Dec 2013	ASCH , OP Assembly, Pension Service, NHS, Police + community groups	

Objective 2: To support access to, and the range of, social and community activities available for older people, in order to help tackle social isolation and loneliness.

Project / Action	Key tasks	Expected Outcome(s)	Lead Officer	Resources	Target / Milestones	Partners (lead org in bold)	RAG
Expand the number of home library service volunteers. Supports implementation of Barnet Libraries Review (<i>Dependencies - 2.6</i>)	Work with Altogether Better localities to increase the number of volunteers by 12%	Reduced social isolation and increased participation	Mike Fahey, Project Manager, Library Services	Within existing Resources	Sept 2013	Library service , ASCH, Voluntary organisations	
	Collect numbers of new home library users involved and capture outcome stories	Older people will be able to access a range of leisure and educational information	Mike Fahey, Project Manager, Library Services	Within existing Resources	Six-monthly	Library service , ASCH, Voluntary organisations	
Build bridges with young people Older people are encouraged and supported to contact neighbours who are outside their usual circle. (<i>Dependencies: 2.4, 2.5</i>)	Commission Volunteer Led Intergenerational Shared Reading Project in each Altogether Better area	Reduce social isolation and increase independence by improving emotional well-being	Stephen Craker, Ageing Well Programme Manager	£15k	By April 2013	ASCH , TBC, Community Barnet, all partners	
	Assess impact and involve users with planning process	Older and younger people working together to promote harmony and understanding	Stephen Craker, Ageing Well Programme Manager	Within existing Resources	Six-monthly	ASCH , TBC, Community Barnet, all partners	
People have choice to be engaged Ensure that as many people as possible have the choice to be engaged and stimulated if this is what they would like to be. (<i>Dependencies: 2.2, 2.3, 2.9</i>)	Map the needs of groups within each Altogether Better localities and link with Neighbourhood Model	Develop a community model for the delivery of services, to promote supportive communities	Stephen Craker, Ageing Well Programme Manager	Within existing Resources	ongoing	ASCH , Altogether Better localities / Neighbourhood Model Providers	
	Develop and implement an action plan based on the findings of the mapping and engagement of Altogether Better localities	To promote healthy living and tackle the underlying determinants of ill health	Stephen Craker, Ageing Well Programme Manager	Within existing Resources	ongoing	ASCH , Altogether Better locality steering groups	

Objective 3: To ensure there are the means to develop ways of providing “a bit of help” at the right time, such as a listening ear, help with gardening and home maintenance.

Project / Action	Key tasks	Expected Outcome(s)	Lead Officer	Resources	Target / Milestones	Partners (lead org in bold)	R A G
Time-banking Scope developing a Timebanking initiative for Barnet <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.6, 2.9)</i>	Explore and develop time-banking model for Barnet	Increased independence by developing a model of support and provision for older people, by older people	Stephen Craker, Ageing Well Programme Manager	Within existing resources	January 2013	ASCH	
	Commission two year time-banking pilot	Older people given opportunities to use their skills and experience to support other older people	Stephen Craker, Ageing Well Programme Manager	£35k per year	By May 2013	ASCH	
	Work with partners to set up Barnet Timebank model	Promoting opportunities for personal development and participation	Stephen Craker, Ageing Well Programme Manager	Within existing resources	From June 2013	TBC, ASCH, Community Barnet, all partners	
Personal Safety To develop a coordinated approach where people across communities feel confident in helping themselves and others to feel safe. <i>(Dependencies: 2.4)</i>	Develop and produce personal safety leaflet designed with older people	Increased awareness and understanding of street safety and the services of Trading Standards.	Paul Lamb, Community Protection Group Manager	TBC	Sept 2013	Community Safety, Neighbourhood Watch, BOPA, Trading Standards	
	Develop a personal safety tool kit for partners to use	Community groups and service providers are aware and understand personal safety issues.	Paul Lamb, Community Protection Group Manager	Within existing resources	Sept 2013	Community Safety, Neighbourhood Watch, BOPA,	
	Scope with Fire and Rescue to see if volunteers could be trained to provide home fire safety visits	Increased awareness and understanding of fire and safety issues around the home	Paul Lamb, Community Protection Group Manager	Within existing resources	Sept 2013	Community Safety, London Fire Brigade (Barnet), ASCH	

Objective 4: To help people plan for a fulfilled older age.

Project / Action	Key tasks	Expected Outcome(s)	Lead Officer	Resources	Target / Milestones	Partners (lead org in bold)	RAG
Positive Ageing Campaign Initiate a Positive Ageing campaign for Barnet. (Dependencies: 2.2, 2.5, 2.9)	Work with voluntary sector to identify 'Aspirations for Ageing' and expectations of 50-60 yr olds	Improved confidence, self-belief and self-worth	Stephen Craker, Ageing Well Programme Manager	Within existing Resources	January 2013	ASCH , Older Adults Partnership Board, Vol orgs, private sector orgs (SAGA), Age UK Barnet, U3A, RSVP	
	Identify models of Positive Ageing Campaign and develop Barnet campaign	Older people are valued, respected and free from discrimination	Dawn Rowe, Communications Manager	£3k	June 2013		
Older Men Identify opportunities for older men to participate in social activities. (Dependencies: 2.2, 2.3, 2.5, 2.8, 2.9)	Identify interest areas of older men in each Altogether Better pilot areas	Promote healthy living and tackle the underlying determinants of ill health	Stephen Craker, Ageing Well Programme Manager	Within existing Resources	July 2013	ASCH , Altogether Better Pilot Areas, BOPA, Age UK, FiN, all partners	
	Promote volunteer driving opportunities for men	Older people will be able to get out and about easily and use affordable transport that is easily available	Stephen Craker, Ageing Well Programme Manager	Within existing Resources	June 2013		
	Develop and implement an action plan based on the findings of the mapping and engagement of pilot areas	Identify and work with men who feel excluded from the life of the community	Stephen Craker, Ageing Well Programme Manager	TBC	Nov 2013		
LGBT Community Scope LGBT older population needs. (Dependencies: 2.2, 2.3, 2.4, 2.8, 2.9)	Identify what is already available	Older people should have good social networks to combat social isolation	Stephen Craker, Ageing Well Programme Manager	Within existing Resources	Sept 2013	ASCH , BarnetGay, LBB Equality, Altogether Better Pilot Areas, BOPA, AgeUK Barnet, all partners	
	Develop and implement an action plan based on the findings of the mapping and engagement of pilot areas	Identify and work with people who experience social isolation	Stephen Craker, Ageing Well Programme Manager	TBC	Jan 2014		

Objective 5: To identify opportunities to reach out into communities. This will include engaging hard to reach and isolated older people.

Project / Action	Key tasks	Expected Outcome(s)	Lead Officer	Resources	Target / Milestones	Partners (lead org in bold)	R A G
East Finchley Project Pilot <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.9)</i>	Community Leadership / Map area	Access to information, advice, opportunities and services in local area	Stephen Craker	Existing Resources	Jan 2013	ASCH, BOPA	
	Explore issues, agree goals, projects, outcomes	Opportunity for older people to be heard	Chair, EFAB Steering Group	Existing Resources	Feb 2013	Steering Group, ASCH	
	Develop locality action plan and launch projects	Locally provided range of activities and support	Chair, EFAB Steering Group	Upto £5k	April 2013	Steering Group, ASCH	
Burnt Oak Altogether Better <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.9)</i>	Community Leadership / Map area	Access to information, advice, opportunities and services in local area	Stephen Craker	Existing Resources	Feb 2013	ASCH, BOPA	
	Explore issues, agree goals, projects, outcomes	Opportunity for older people to be heard	Chair, BOAB Steering Group	Existing Resources	March 2013	Steering Group, ASCH	
	Develop locality action plan and launch projects	Locally provided range of activities and support	Chair, BOAB Steering Group	Upto £5k	May 2013	Steering Group, ASCH	
Stonegrove Altogether Better <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.9)</i>	Community Leadership / Map area	Access to information, advice, opportunities and services in local area	Stephen Craker	Existing Resources	Feb 2013	ASCH, BOPA	
	Explore issues, agree goals, projects, outcomes	Opportunity for older people to be heard	Chair, SAB Steering Group	Existing Resources	March 2013	Steering Group, ASCH	
	Develop locality action plan and launch projects	Locally provided range of activities and support	Chair, SAB Steering Group	Upto £5k	May 2013	Steering Group, ASCH	
North Finchley Altogether Better <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.9)</i>	Community Leadership / Map area	Access to information, advice, opportunities and services in local area	Stephen Craker	Existing Resources	April 2013	ASCH, AB Steering Group Mentor	
	Explore issues, agree goals, projects, outcomes	Opportunity for older people to be heard	Chair, NFAB Steering Group	Existing Resources	June 2013	Steering Group, Mentor, ASCH,	
	Develop locality action plan and launch projects	Locally provided range of activities and support	Chair, NFAB Steering Group	Upto £5k	Sept 2013	Steering Group, ASCH, Mentor	

Objective 5: To identify opportunities to reach out into communities. This will include engaging hard to reach and isolated older people.

Project / Action	Key tasks	Expected Outcome(s)	Lead Officer	Resources	Target / Milestones	Partners (lead org in bold)	R A G
High Barnet Altogether Better <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.9)</i>	Community Leadership / Map area	Access to information, advice, opportunities and services in local area	Stephen Craker	Existing Resources	April 2013	ASCH , AB Steering Group Mentor	
	Explore issues, agree goals, projects, outcomes	Opportunity for older people to be heard	Chair, HBAB Steering Group	Existing Resources	June 2013	Steering Group , Mentor, ASCH,	
	Develop locality action plan and launch projects	Locally provided range of activities and support	Chair, HBAB Steering Group	Upto £5k	Sept 2013	Steering Group , ASCH, Mentor	
West Hendon Altogether Better <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.9)</i>	Community Leadership / Map area	Access to information, advice, opportunities and services in local area	Stephen Craker	Existing Resources	April 2013	ASCH , AB Steering Group Mentor	
	Explore issues, agree goals, projects, outcomes	Opportunity for older people to be heard	Chair, WHAB Steering Group	Existing Resources	June 2013	Steering Group , Mentor, ASCH,	
	Develop locality action plan and launch projects	Locally provided range of activities and support	Chair, WHAB Steering Group	Upto £5k	Sept 2013	Steering Group , ASCH, Mentor	
New/East Barnet Altogether Better <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.9)</i>	Community Leadership / Map area	Access to information, advice, opportunities and services in local area	Stephen Craker	Existing Resources	June 2013	ASCH , AB Steering Group Mentor	
	Explore issues, agree goals, projects, outcomes	Opportunity for older people to be heard	Chair, N/EBAB Steering Group	Existing Resources	Sept 2013	Steering Group , Mentor, ASCH,	
	Develop locality action plan and launch projects	Locally provided range of activities and support	Chair, N/EBAB Steering Group	Upto £5k	Dec 2013	Steering Group , ASCH, Mentor	
Underhill Altogether Better <i>(Dependencies: 2.2, 2.3, 2.4, 2.5, 2.9)</i>	Community Leadership / Map area	Access to information, advice, opportunities and services in local area	Stephen Craker	Existing Resources	June 2013	ASCH , AB Steering Group Mentor	
	Explore issues, agree goals, projects, outcomes	Opportunity for older people to be heard	Chair, UAB Steering Group	Existing Resources	Sept 2013	Steering Group , Mentor, ASCH,	
	Develop locality action plan and launch projects	Locally provided range of activities and support	Chair, UAB Steering Group	Upto £5k	Dec 2013	Steering Group , ASCH, Mentor	

Appendix A Evaluation Methods

The evaluation methods described below can be used to prompt people to set personal goals and to reflect on their progress and achievements throughout their involvement. Research suggests that setting goals and progress to attaining goals are strongly associated with higher levels of wellbeing.

Focus Groups

With some projects such as the Theatre, Film and Poetry projects, focus group discussions are particularly useful in order to find out what people want to achieve from their involvement in the project (through the initial brainstorming sessions), and then to later explore their experiences of being involved.

Volunteer Experience Books

The aim of the Volunteer Experience Book is for the longer-term volunteer to keep a record of, and reflect on, their time on a project. It can include sections beginning with 'Where am I and what do I want to achieve?' to 'My experience of being a volunteer and my changing perceptions.'

Reflective Events

Reflective Events can be held in order to celebrate the achievements of volunteers, to promote all projects within the community, and to use the events as a method of evaluation through engaging the volunteers in a voting software tool. This voting game is often a popular and enjoyable form of evaluation.

Film/Photography

Throughout the project, evidence can be gathered to show the types of skills that older and younger volunteers developed, especially whilst filming, producing and editing.

Case Studies

Some volunteers who particularly benefitted from their involvement in can be interviewed to explore their experiences and the impact upon their own personal development in more detail.

Event Feedback Forms

Due to the ad hoc nature of events the most appropriate method of evaluation here can be through feedback forms. People are invited to state whether they enjoyed the event, what they learnt from it, and whether they were considering going on to volunteer as a result.

Project Leaders' Questionnaires

Throughout the project, it is imperative to provide regular guidance and to obtain regular feedback from project leaders. This can be done through project workers' meetings and through one-to-one sessions with the Programme Manager. At the end of projects, leaders can also be asked to complete a questionnaire in order to find out about their experiences of taking forward a project.

Appendix B **Possible locally agreed locality-based projects**

Adopt a grandparent

A scheme which pairs volunteers with older people in their community with similar interests, allowing them to build up a relationship based on visits and sharing leisure time together.

Artists with Futures Exhibition and creative workshops

An exhibition including creative work by both young and older. Alongside the exhibition, a variety of creative workshops including; mug glazing, planting and photography can be run.

Baking and Banter

Older people have oodles to offer simply from having run a home, brought up children, cooked, cleaned and budgeted. Weekly cookery sessions could be set up that involves people demonstrating how to cook simple, cheap and nutritious meals. During the sessions everyone mucks in with the preparation and then sit down together to eat around a table.

Befriending Scheme

A befriender calls a number of people who in turn phone a list of other people e.g. one person makes five phone calls to those people on a list, those five people do the same and so it escalates through the directory of people who are socially isolated/ housebound/ill/in need etc. They also act as responders if something is found to cause concern – they report to a designated person/s who then reacts according to set protocol. Befriending activities could include dog walking, collecting prescriptions, putting out wheelie bins etc.

Business Mentoring

Older volunteers with business skills and experience mentor and advise younger people on business planning, fundraising and marketing.

Casserole Club

Home-cooked food made by neighbours for neighbours. Casserole club helps people share extra portions of home cooked food with others in their area who might not always be able to cook for themselves. Like a local, community-led take-away.

Design the Environment

Competition between groups of pupils working together with older people from the construction industry to re-design an area

Film Day

A series of days spent at a school working with children to produce short scripts about people's lives, hopes and dreams. The scripts are then performed with simple actions. Older and younger people help in all aspects of the filming and production of the piece of work.

Food Links

Build on an idea developed in Scotland which provides a grocery shopping, befriending and household support service to older people, increasing independence and social inclusion.

Friendship Hour

- older and younger people coming together to find ways of reducing fear of crime
- young volunteers providing services to older people; shopping, reading etc
- older volunteers supporting young parents
- toddlers visiting people with dementia in residential setting
- older volunteers working with students on a school history project
- older volunteers meeting with students and exchanging life experiences over a cup of tea

From Rags to Rugs

Older people teach children how to make rag rugs and then work together to design a rug mural. When finished it will be divided in two and hung at the School and in a Day Centre.

Gardening Initiative

Identify ways for older people to maintain their own gardens. Encourage older people in residential or sheltered housing to continue actively participate in gardening.

Generations United Orchestra, band or musical club

This can involve schools, choirs, classical singers, guitar players, students, older people's groups and poetry readers coming together. An example includes an older people's group working in a junior school a month before a charitable concert, making recycled instruments, creating a story and learning to recite a poem to perform at the Concert.

Golf for All

Older people become volunteer golf coaches; this may include undergoing First Aid training and Junior Leader training with the Golf Foundation. The programme includes a variety of games and activities to promote learning and engagement in a fun and stimulating way. An after school club might be the best way forward, where they could use a playing field in fine weather and have access to a sports hall if not able get outside.

Grandparent mentoring

Older people mentor children and young adults with support, encouragement and advice including teaching general life skills

Henna Hands

Joining a school during its cultural awareness week, children and older people have the opportunity to decorate each other's hands and feet with henna, whilst sharing experiences of other cultures.

Intergenerational Craft Projects

To promote understanding and tolerance between the older people living in sheltered housing and young people living in the area, helping to combat negative stereotyping, for example, tenants of Sheltered Housing Scheme may express an interest in craft sessions and a secondary school takes pupils to take part in a craft project with the older people.

IT Skills Training

Engage younger volunteers to help older volunteers in using computers, digital cameras and any other technological equipment they needed assistance with.

I-Tea and Biscuits

Delivered in partnership with library staff where older members of the public could attend to get advice on computers and the internet.

Learning Links

By developing knowledge and life-skills amongst older people, including the use of new technologies as well as seniors passing on knitting, sewing, and craft skills to younger people. It can also include seniors passing on their expertise about the world of work, by holding mock job interviews, (can be recorded and used for GCSE exams) and help build self-esteem.

Men In Sheds

A club offering a workspace where older people can work on practical projects with others. The space is equipped with tools and materials donated by members, the public and local businesses. Members can put their skills to good use, share their knowledge and learn new skills. Members can come from a wide variety of backgrounds ranging from highly skilled to those with little or no experience, but all work together.

Money Skills Programme

Financial planning for later life with annual health checks by employers to improve financial capability and resilience. Working with the national Money Advice Service to promote take up of self-assessment tool.

Poetry and Writing

Local poet(s) works with a mixed group of volunteers to write and perform poetry or recite/read books aloud.

Points of View

Young and older people explore their local area and its community past, present and future; to record what they discovered using photography, video, audio tape and the written word and present their findings to wider community audience through an exhibition or presentation. Both young and older people can:

- Learn photography, video and audio media including creative, technical and critical skills.
- Learn skills in IT, using computers to create written and visual presentations.
- Develop communication, social skills and confidence.
- Develop self-assessment, reflection and evaluation; team building and group work skills.

Reading buddies in schools

Volunteers work with children in schools to help their reading. Volunteers committed to two to three sessions per week with the same child, going through reading exercises.

Reminiscence Work Involving Drama and Theatre

Young performers gather as much information as possible in order to be able to represent the past effectively. They therefore meet with older people as fill the gaps in their knowledge as they start to improvise and write their plays.

Secret Gardeners

Pupils from a school that has its own organic garden tended by the children, meet with a group of older people who enjoy gardening and can therefore share gardening tips with the young people. This can also involve a two-way sharing of knowledge, with the young gardeners sharing with older people their knowledge of organic principles.

Surf 'n' Turf

Young and older people sharing skills to grow food and use the internet to find recipes to be made using the foods grown

T- Danze

An event held at a local hall, were a DJ who plays a selection of music chosen by both young and older people. Older people can watch and join in with the children perform their routines to music such as Busted and McFly. Vice versa, the children can embrace the dance hall music and dance with older people to waltz's and foxtrots!

Who Owns the Catwalk?

Textile GCSE students and older people look at clothing from different eras. The teenagers are encouraged to try the clothes on and talk with older people about their fashion views.

Wiggle Bus

The routes are identified through an area review. Care needs to be been taken not to run services in competition with current services. All drivers to be trained to MiDas standard (Minibus Driver Awareness Scheme).