Eric
Liddell
Centre

**South West Villages Phase 3 Proposal**

1   Background

The South West Villages Project focuses on the issues of isolation, connectedness and wellbeing amongst older people living in Balerno, Currie and Juniper Green. The project takes a community development approach, working with existing organisations and local people to identify issues and develop solutions for the future.

The first phase of the South West Villages Project took place in 2017 and involved the mapping of existing services and activities along with consultation with local people to identify priorities and improvements for the future. The second phase of the project is taking place from June to December 2018 and aims to promote existing activities and support available in the area, make connections between organisations, groups and health and social care services, and to source funding or develop new ideas to help ensure that the local provision for older people is sustainable into the future.

2   Key issues and areas of action for Phase 2

The South West Villages face particular challenges in terms of population and geography. The population profile for the area shows a higher proportion of older people than the Edinburgh average (19% of population is aged 65+ compared to 14% average for Edinburgh[1]).
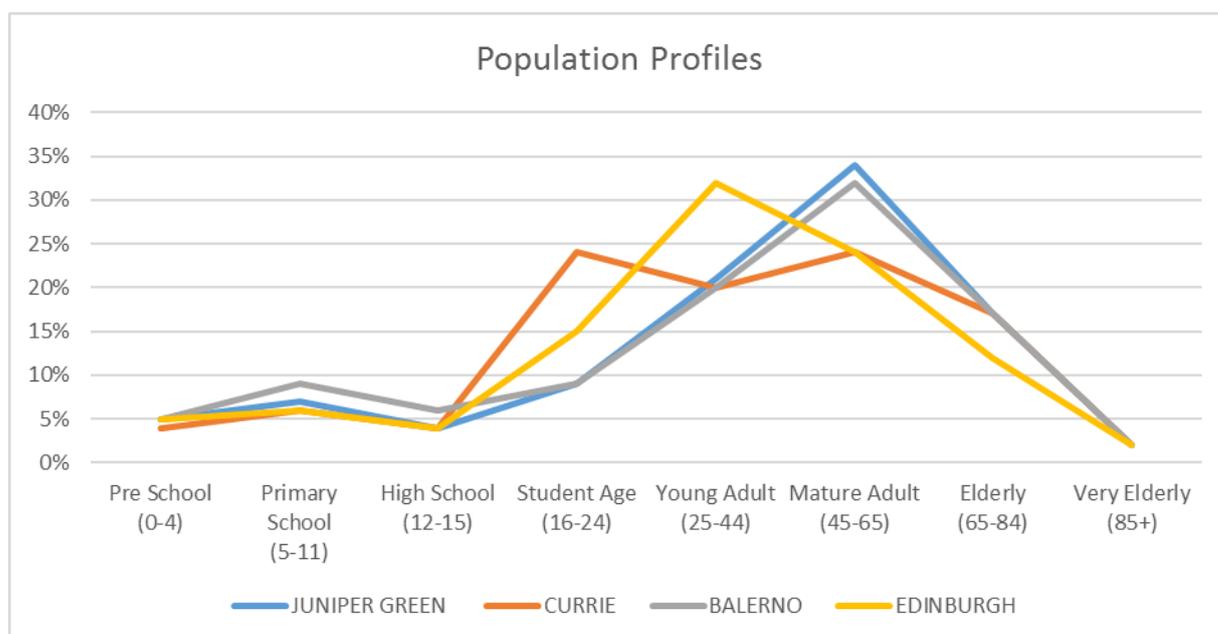
(Please note that the population figures for Currie include students living at the Heriot Watt Riccarton campus, accounting for around 2,000 students/ young

[1] Source: 2011 Census, Parish statistics www.churchofscotland.org.uk

adults. The absolute numbers of 'mature adults' and 'very elderly' living in Currie are very similar to Balerno and the number of 'elderly' is higher than Balerno, but this is not reflected on the graph showing percentages.)

	Pre School	Primary School	High School	Student Age	Young Adult	Mature Adult	Elderly	Very Elderly	TOTAL
	0-4	5-11	12-15	16-24	25-44	45-64	65-84	85+	
JUNIPER GREEN	214	319	188	395	954	1526	762	96	4454
CURRIE	290	421	294	1764	1531	1824	1257	113	7494
BALERNO	310	532	336	543	1204	1888	999	115	5927

The population profile of the villages brings benefits such as a wealth of retired volunteers who support the many and varied activities and groups in the area. There also is potential to involve more student volunteers from the nearby Riccarton campus in supporting local community activities.

It also poses challenges however, both now and into the future, in terms of increasing demand for health and social care services. Issues linked to ageing including ability to access care and support, accessible transport and risk of social isolation, are compounded by the relative 'rurality' of the villages due to limited transport and challenges in the recruitment of paid carers and volunteers that are local or willing to travel from elsewhere in the city.

When people are unable to access community based support to meet basic needs such as shopping, social interaction, attending appointments and getting out and about, their own health and wellbeing is likely to deteriorate, additional stress is put on family and carers and the impact on health and social care services includes increased risk of hospital admission and extended delays in discharge from hospital.

This report considers three key issues facing older people and groups that support older people in the South West Villages, along with some of the actions underway to address these issues.

Issue 1 - Lack of awareness of local support and activities

The South West Villages benefit from a wide range of activities, groups and organisations that promote social connections, physical exercise and interests which can support healthy ageing. Constant effort is required to reach people through different channels to ensure that up to date information is available to those who could benefit most.

Actions to increase awareness of local support and activities
- Attendance and presentations at local groups and meetings (including older people's groups, Church Guilds, Community Councils, Rotary Club, coffee mornings, Balerno Farmers' Market
- Articles featured in local newspapers and magazines (including Currie and Balerno News, Konect (free magazine distributed to all households in Currie, Balerno and Juniper Green), Church newsletters in Balerno and Currie
- Use of social media to raise awareness and promote activities

- Production of new and update of existing leaflets and online information about local groups and activities
- Living Well Event arranged for 1 November 2018, 1-4pm in Gibson Craig Halls, Currie, 20 organisations are to host stalls with information on support and activities available, refreshments, entertainment, activities, with transport to and from event.

Issue 2 – Limited befriending and companionship services active in the area

The area offers many activities and groups that are held regularly in public venues across the three villages. Whilst some groups provide transport, many are unable to offer this. For people with limited mobility or who prefer individual rather than group activities, there are few services that go to people's homes or work with people on a one to one basis. There are a range of befriending and companionship services that serve the whole of Edinburgh which 'in theory' cover the villages, but 'in practice' are unable to due to a lack of volunteers who are willing to travel.

Actions to promote befriending and companionship services and the need for volunteers

- Identified partners of befriending and companionship services that cover the area
- Materials produced to advertise volunteering opportunities with partner organisations (including the Eric Liddell Centre)
- Promote opportunities, targeting local volunteers and students from the nearby Heriot Watt University (using social media, careers service, stalls and events)

Issue 3 – Links between services and organisations

There are many organisations working with older people in the South West Villages including church groups, social clubs, exercise and interest classes, coffee mornings, cafes, sheltered housing, libraries, care agencies, GPs, day services and health and social care services. Many of these organisations are very small and are often run by volunteers, many of whom are themselves getting older, facing ill health and issues that limit their capacity to support the organisations. A number of organisations are facing challenges in recruiting new Board Members, particularly in 'back office' roles. Alongside challenges of sustainable income within a very competitive funding environment, these other issues leave many small organisations in a very vulnerable position. The retirement of just one or two key members could cause groups to fold, which would leave significant gaps in local provision.

Developing links between organisations helps to ensure awareness of opportunities and support for older people in the area, can improve referral pathways, increase capacity and facilitate the sharing of information, knowledge and expertise.

Actions to develop links between services and organisations

- Attendance, presentations and discussions with older people's groups
- Meetings with health and social care teams, GP practice staff, day service providers
- Participation at South West LOOPs Network meetings and events
- Participation in Dementia Friendly Pentlands consultation events
- Planned forum meeting to bring together small local organisations that provide social interaction and activities for older people

3   Phase 3 - Proposal

The work undertaken in Phase 1 included broad ranging action including consultation with local people, establishing networks and mapping community assets. Phase 2 focused on the gaps identified and how existing resources could be developed to address some of these gaps. The opportunity for Phase 3 would be to build on this previous work to develop tangible and longer term solutions for the South West Villages. Phase 3 would include the following work streams:

1. Development of a local, flexible befriending/ buddying/ companionship service in partnership with Dementia Friendly Pentlands

As noted under issue 2 above, there are few befriending or companionship-type services active in the South West Villages area. The need for befriending, buddying to activities and support with practical tasks such as shopping and attending appointments has been identified through the South West Villages project and is a key theme which has arisen from the recent consultation events undertaken by Dementia Friendly Pentlands. The opportunity to develop a service as a partnership between the Eric Liddell Centre and Dementia Friendly Pentlands was identified through local networking between the two projects.

The partnership would utilise the experience, processes and training already existing within the Eric Liddell Centre's Befriending services, along with the invaluable local networks, links, potential volunteer base and expertise developed by Dementia Friendly Pentlands. Both South West Villages and Dementia Friendly Pentlands have worked in a community development way to initiate and catalyse local solutions to issues voiced by the local community, and both projects believe that a flexible befriending service would help to address a major gap in support currently available in the area. The service would deliver positive outcomes for the health and wellbeing of individuals and longer term outcomes to improve the resilience of the local community, which in turn would delay or reduce the need for higher levels of health and social care services.

2. Piloting the use of a 'circles of support' type App to support informal community networks

One of the questions posed within the original brief for the South West Villages project was how the need for some of the 'non-personal care' elements of care packages might be met through a community response, delivering a reduction in pressure on homecare services. The project found that such support does exist in

the area, in a limited way, through volunteering services provided by local churches who provide support for people recently discharged from hospital, volunteer driving to appointments and help with daily tasks such as shopping and housework. Support is arranged by making telephone calls to the considerable volunteer base (approx. 40 volunteers). It is not possible to extend the existing arrangements due to the limitations of the current process, volunteer numbers and a defined focus of the work within the membership of the church.

There is the potential, however, to develop a similar community response using technology to improve the management and efficiency of the support matching process. A number of 'Apps' provide this function by creating a network of support for an individual who can respond to a need posted by the individual or a carer, eg 'mum needs medication picking up from the pharmacy today, can anyone [from her network of known and trusted individuals] deliver this to her?'. The South West Villages project proposes to test the use of such an App, making links with relevant professionals with experience of any similar technology within wider health and social care/ third sector services. The use of this type of App could also enhance the proposed befriending service by providing support out-with the agreed hours of befriending. Adult protection considerations will be an essential part of the project, Appendix 1 provides an initial outline of how safeguarding and risk will be built into the project, but further work would be undertaken prior to any practical implementation.

3. Continue to build capacity and share skills and experience between small voluntary organisations in the area

Issue 3 above highlighted some of the challenges facing small voluntary organisations that are crucial to the support and wellbeing of older people in the South West Villages. With no larger voluntary organisations in the area, there is little capacity to provide short term support that could prevent small organisations through a 'crisis'. By developing links with and between local organisations the South West Villages project aims to build resilience to deal with issues when they arise. Experience to date of the South West Villages project suggests that it takes time to build these networks, for acceptance and trust to develop, as some organisations are very self-sufficient and do not immediately see any benefits of working closely with others. Phase 3 would allow the initial relationships developed during the earlier work to continue to be built upon into longer term sustainable networks.

By bringing together small organisations that are supporting older people in the villages, phase 3 aims to:
- Celebrate the significant contribution made by the management committees, co-ordinators, volunteers and members of these groups in improving people's physical and mental wellbeing, supporting social connections and strengthening community connections.
- Explore shared successes, challenges and issues, and identifying available support where required. This could be through local groups supporting each other or drawing on relevant expertise, training and support from EVOC, Volunteer Edinburgh and other specialist organisations.

- Encourage organisations to link with existing forums and sources of support for the longer term, including the EVOC South West and Pentlands Voluntary Sector Forum.

4. Further awareness raising of support and activities for older people and work to reach the most isolated individuals.

As stated against Issue 1 above, constant effort is required to reach people through different channels to ensure that up to date information is available to those who could benefit most. Links have been made in Phases 1 and 2 of the South West Villages project that can continue to be built upon, with key individuals and groups in the community that will enable the most isolated people to be reached and relevant information, signposting and support provided. These links include working with the Pentlands GP practice (which is not part of the Link Worker programme), Community Councils, pharmacies, libraries and a wide range of local groups, and using as many channels as possible including print, social media, face to face meetings and events. This work is being carried out in partnership with LOOPs Community Navigator and Phoneline to ensure it enhances rather than duplicates other work underway.

4 Timescales and Reporting

It is proposed that the work detailed in this proposal will be carried out from the start of January 2019 to end of August 2019. Checkpoint meetings will be arranged with EVOC at agreed milestones to provide updates on progress along with an opportunity for discussion, suggestions and links to other relevant areas of work to be made. A detailed evaluation report with recommendations for the future will be produced and submitted to EVOC by the end of August 2019.

SWVP Phase 3 Outline Project Plan

Action	Activities	Date(s)	Anticipated Outputs	Medium term Outcomes	Longer term Outcomes
Development of a local, flexible support/ buddying/ companionship service in partnership with Dementia Friendly Pentlands	• Scope and plan service in partnership with DFP • Develop and submit funding applications • Implement new service (dependent on access to longer term funding)	Jan-Feb 19 Feb-Apr 19 June 19	• Plan, processes and documentation for service • Volunteers recruited (10) • Flexible, local service that meets identified needs	• People are supported to engage in social activity and feel less lonely • People are supported in everyday tasks which support their health and wellbeing	• People are able to live independently and at home or in a homely setting in their community • People who provide unpaid care are supported to look after their own health and wellbeing
Piloting the use of a 'circles of support' type app to support informal community networks	• Research of existing Apps and experience of use in Edinburgh • Identification of participants for early implementation phase • Initial review and evaluation, with longer term use as part of the 'good neighbours' service and other similar services across the city	Jan-Feb 19 Feb-Apr 19 June-Aug 19	• Option appraisal informed by existing use and experience • Practical considerations including Adult Protection Risk Assessment • Use of App by 5-10 people within SWV	• People are supported in everyday tasks which support their health and wellbeing	• People are able to live independently and at home or in a homely setting in their community • People who provide unpaid care are supported to look after their own health and wellbeing
Continue to build capacity and share skills and experience between the small voluntary organisations in the area	• Celebratory reception for local small organisations • Develop forum of small organisations in SWV • Events, networking and sharing shaped by feedback from organisations	Jan-Feb 19 Jan – Aug 19	• Improved links between small organisations • Recognition of contribution made • Support and training from EVOC, VE and others accessed	• Organisations share knowledge, skills and experience, saving time and providing support in times of need	• Small organisations are more resilient and are sustained into the future
Further awareness raising of support and activities for older people and work to reach the most isolated individuals	• Presentations, meetings and events • Printed news articles • Distribution of printed materials • Social media • Work with GPs and pharmacies	Jan – Aug 19	• Presentations, meetings and events, printed articles, printed materials, social media	• People are better aware of support and activities • People get the support they need when they need it	• People are able to live independently and at home or in a homely setting in their community • People who provide unpaid care are supported to look after their own health and wellbeing

Appendix 1 – Approach to Risk

Issues of adult support and protection will be addressed as part of planning and developing a service model to ensure the safeguarding of staff, volunteers and people using the service.

These considerations will also be important in the introduction of any technology aiming to match the need for support with available volunteers. Further exploration of available apps will be undertaken as part of Phase 3 and the assessment and mitigation of any risks will be a key part of this work. Initial research suggests that Apps such as 'Jointly' (Carers UK) would be owned by a carer who would have responsibility for their own 'circle of support' ie trusted people that they add to their network who can help with daily tasks and support for the cared for person. We would aim to enhance this circle of support by linking to a bank of local volunteers who would be PVG checked, trained and supported prior to undertaking any voluntary activities.

Issues of confidentiality, data protection and adult protection will be addressed as part of the development of the service model and appropriate agreements will be drawn up to ensure consent and responsibilities are clear to all parties.