



Age Friendly York

Age Friendly York Meeting Notes – February 2025

Please find our Age Friendly York update for February below:

Presentations

We had two guest speakers at the meeting on 5th February, so there was lots of information to absorb and discuss:

- Mike Richardson presented the consultation on the Adult Social Care strategy: [Have your say in current consultations – City of York Council](#). If you want to comment but don't want to complete a survey then please send comments to AgeFriendlyYork@york.gov.uk One of the members has already completed it and it took her 45minutes including providing comments. Some of the comments raised included:
 - Age Friendly York has gathered comments from residents throughout the year and the things that are most important to them are: quality of pavements; toilets; good public transport; benches etc. Although these issues are not directly to do with an ASC strategy they have an indirect impact for example reducing the risk of a fall due to a raised paving slab reduces hospital admissions and potentially on going care. Not feeling confident in going out increases sedentary behaviour and social isolation which impacts on wellbeing and independence.
 - Talking Points provided access to a social worker in the community prior to things becoming a crisis. Would be good to see the preventative agenda captured in the strategy.
 - Would be good to see the approach aligned with the neighbourhood model that is being developed
 - The [Easy Read](#) version helps to provide a summary of the strategy in Plain English.

- Chris Farrell presented an update of the progress with Age UK York:
 - They will look to come back in April with further updates
 - There was discussion around the words used within the mission and vision statement. Chris explained this was a co-designed piece of work done alongside 50 older people.
 - Chris explained about the impact and review of the day services with the loss in council funding. Age UK York have managed to continue a reduced offer but are still engaging 80 older residents.
 - There was a discussion around the transport to day clubs which is essential and supported by the Age UK York driver as well as York Wheels
 - Chris talked about positive imagery of older people with their new postcards taking this approach

Please contact AgeFriendlyYork@york.gov.uk if you require a copy of the presentation slides.

Getting Out and About

- There were some comments in Your Views about A boards causing obstruction. York Older People Assembly had instigated a [policy](#) that the Council have adopted and is still in place. It was felt that there was an increase in obstacles during the pandemic so we will need to keep an eye on things to make sure the policy is adhered to. There was a discussion about pavement cafes and having a clearance between the pavement and the road. There are [policies](#) in place regarding pavement cafes.
- There was the suggestion that delivery of goods to busy city centre streets should have a restriction on the size of the lorries to reduce disruption.
- There was a discussion about people who use a wheelchair booking a taxi. This was a topic that was mentioned by both residents and groups as an issue. Age Friendly York called a couple of community transport meetings. The main issues identified was 1. Booking a taxi in advance if you are a person who uses a wheelchair 2. Concessionary bus pass users not going

back to public transport. There was a deliberate approach to ensure new licences that are issued are suitable for people who use a wheelchair. It was hoped that this would resolve the problem in respect to being able to book a suitable taxi in advance. However indications from York Wheels and Age UK York were that this problem still exists. **Action:** to pick up outside of the meeting.

- The transport team are picking up on the issue of reduced public transport use by concessionary bus pass holders. This will be looked at wider to raise the profile of barriers that can exist in using public transport. The comments raised through Your Views and other means have been collated by RS and passed onto the transport team alongside the feedback from the transport survey.
- York Wheels have been asked to park in the loading bay when collecting someone who has just had an eye operation. They have warned that they will get a parking ticket if they park outside. **Action:** Carl will talk to a property colleague
- Take a Seat – [Rotary York Ainsty](#) have very kindly agreed to purchase two Happy To Chat Bench signs. We will be putting one at one of the new benches at North Street Gardens. Any suggestions for the second one? We are also putting two on Acomb Front Street benches. The list of Happy to Chat Benches can be found on the [Live Well York webpage Places to Sit](#).

Your Service

- We agreed to invite Susan Wood to the next meeting to talk about the targeted approach they have been using to maximise residents income, particularly Pension Credit.
- Tom Warren-Dolman from the Integrated Care Board provided an update of the self-monitoring devices to check high blood pressure. This has been running for a year now at 3 different locations in York (Energise, Morrisons and Tang Hall Community Centre) with the devices used 552 times. This has identified 8% of people using the device as having Hypertension and therefore able to assess support to reduce their high blood pressure. It was recognised that not everyone would feel comfortable using the device in a public space and this should be seen as one of a number of approaches to identify residents with high blood pressure. Once the data is analysed we will know if there is a case for continued funding of this initiative.

Your Home

- The Your Home workshop identified that many people do not think of housing options when preparing for older age. It is usually triggered by a crisis. We visited a retirement scheme in Osbaldwick and joined their coffee morning to see if residents would be interested in a pier-based solution. It became apparent that an informal approach would work best, encouraging people to visit the scheme through providing activities in their community centre. I approached [U3A](#) and are currently exploring them bringing the activities to the retirement schemes. We are looking to test this concept in Campbell Court and Majorie Waite Court. A second meeting has been arranged in February to explore the idea further. This will be followed by a questionnaire to look at what activities residents are interested in.

Your Time

- DW mentioned that the 50+ Festival and International Day of Older People events for 2025 are starting to be planned. The day of the IDOP celebration is Saturday 27th September.
- In addition to the U3A initiative mentioned in Your Home we are exploring bringing physical activities to sheltered housing schemes through York St John University. The staff are trained in physical assessment and are currently training in exercises for people with joint replacements. The Health Trainers are also saying that a lot of their referrals are people that are struggling with pain management so exercise programmes may be a possibility.

Your Information

- The results of the Your Information survey were provided to the meeting. It was noted that work was being done to ensure that digital was not the only offer and that these different solutions were used to provide information to residents. These include:
 - Ward based newsletters
 - York Talking Newspaper
 - Community group newspapers like: YOPA; York Carers Centre; Healthwatch York etc

- Continued use of flyers
- Word of mouth
- Community workers eg Local Area Coordinators
- Volunteers eg/ Health Champions
- Live Well York personal printable booklet

We know that 30% of people over 65 do not use the internet.

- In addition [Live Well York](#) is utilised as a partnership website to hold community based information and services in one place

General

- The Terms of Reference were approved
- The Age Friendly York achievements for 2024 were summarised

Additional suggestions

- Provide time after the meeting for people to chat
- Provide a comfort break
- Suggest guest to cover environmental considerations (perhaps in August prior to environmental week)
- We are aware a lot of older volunteers did not go back to volunteering after the pandemic. To contact York CVS to see if there could be a targeted approach for volunteers that are retired.
- See if it is possible to request for one room to permanently be set up with captions for those who are hard of hearing. This would significantly reduce the time for setting up and clearing away and makes for a smoother transition between room bookings.

Making a difference

Here are some ways you can make a difference and help us work towards being an age friendly city. If you want to be involved in a different way then please contact me (Carl) on 01904 554595 or email AgeFriendlyYork@york.gov.uk

Equality Diversity and Inclusion survey and focus group

City of York Council is consulting local people about its new draft Equity, Diversity and Inclusion (EDI) [strategy](#).

Residents can read the strategy and respond online:

www.york.gov.uk/EquityDiversityAndInclusionStrategyConsultation

Paper copies are also available via email: cycaccessteam@york.gov.uk or by calling our customer services team on 01904 551550. They are also available to collect in person from West Office or any Explore Library

Help is available for people to complete the survey. They can visit us at West Offices or any Explore library, request a call back on 01904 551550 or email cycaccessteam@york.gov.uk. We also have a BSL Video Relay Service www.york.gov.uk/BSLInterpretingService

If you can spare an hour or so before the 3 March, please take part in one of our **focus groups** (time and date TBC) – for further information contact Lauren.Summers@york.gov.uk

Happy to Chat Benches

Suggest suitable benches that can have a new “Happy to Chat” sign on.

Live Well York Website – co-design group

We will have a new [Live Well York website](#) contract in place from the beginning of April for 18 months. During this period we will be moving the website across to a microsite/Galaxy-site (a stand alone website) that will sit alongside our sister website [Raise York](#) (for families and young people). Live Well York will maintain its branding as a trusted website and many of the functions will be similar to what we already offer. So, we will be taking a business as usual approach. We will also be utilising the feedback we have received through the information survey.

However, this is an opportunity to improve where we can while maintaining what works well. We would like to achieve this through a co-designed approach by providing a number of options in design, functionality and navigation. I appreciate we are all busy so I will endeavour to keep a balance when asking for input with quick and easy ways to respond (mainly by email which will be BCC-blind copied, as it will include residents personal emails. Do let me know if you would like

to be involved in a different way). It is in all of our interests that we make this website as good as we can, so would very much appreciate your input.

If you would like to be part of the Live Well York co-design group then please let me know by emailing LiveWellYork@york.gov.uk If you would like an initial chat please contact Carl Wain on 01904 554595.

The Adult Social Care Strategy Consultation

We're asking for feedback on the draft Adult Social Care Strategy for 2025 to 2028.

We want to hear from you if:

- you receive care or support
- you're a resident of York
- you work for or with organisations that deliver care and support
- you're part of a charity, voluntary or community sector organisation
- you're a carer, friend, neighbour, or family member of an adult who receives social care in York

Please find the consultation here:

<https://www.york.gov.uk/AdultSocialCareStrategyConsultation>

Paper copies are available by

email: asctransformationteam@york.gov.uk or telephone: 01904 551550.

If you wish to comment but don't want to complete a survey then please forward your comments to LiveWellYork@york.gov.uk

This consultation closes Sunday 9 March 2025.

York Unpaid Carers Survey

We need your help to understand how to improve support for unpaid carers in York.

We're inviting unpaid carers, their families and friends, residents and people who support carers to take part in our survey and get involved in future discussions.

Please find the consultation here:

<https://www.york.gov.uk/CarerSurvey>

Alternatively, paper copies are available by email: carersurvey@york.gov.uk or telephone: 01904 551550. If you need the survey in a different language or format (for example, large print, braille, BSL and audio)

email: cycaccessteam@york.gov.uk. In addition, you can use our [BSL Video Relay Service](#) where you can select 'Switchboard' from the menu.

This consultation closes Sunday 16 March 2025.

A full list of the live Council surveys

These can be found here: <https://www.york.gov.uk/consultations>

Pharmaceutical Needs Assessment Survey 2025

We would like your views about the locations, accessibility and services provided by pharmacies across North Yorkshire and the City of York.

Your feedback will help us produce our next Pharmaceutical Needs Assessment (PNA) which will be published in autumn 2025. This report is used to shape future pharmacy services and inform local plans which will help provide good access to the services you need at the right time.

Even if you do not use your pharmacy very often, any feedback you have will be very useful.

The survey only takes around 10 minutes to complete and is open to everyone who uses pharmacy services across North Yorkshire and the City of York. All responses are confidential and will only be used to support the Pharmaceutical Needs Assessment.

Please find the consultation here:

<https://www.northyorks.gov.uk/your-council/consultations-and->

[engagement/current-consultations/pharmaceutical-needs-assessment-survey-2025](#)

Paper copies will also be available at York Explore, Acomb Explore, Clifton Explore and Tang Hall Explore.

This survey closes on Sunday 2 March 2025 at 11.59pm.

Many thanks

Carl Wain

Age Friendly York

t: 01904 554595

Mobile: 07903868815| e: AgeFriendlyYork@york.gov.uk

Mailing list: 285 including 228 citizens (includes 19 postal); 4 resident groups; 13 Council staff; 4 Councillors; 33 groups and organisation and 2 academic emails

If you wish to unsubscribe, please email agefriendlyyork@york.gov.uk