



STRATEGIC PLAN

Voice of Experience Forum

November 2019

Introduction

The Voice of Experience Forum (VOEF) was established in March 2003 as an unincorporated voluntary organisation to enable older people living in North Lanarkshire to be represented in decision making, particularly at local government level.

The organisation is registered as a charity in Scotland and became a Scottish Charitable Incorporated Organisation (SCIO) in 2013. The forum works in partnership with the statutory and voluntary sector in North Lanarkshire ensure that the views and opinions of older people in North Lanarkshire are heard.

Vision

Our vision for older people in North Lanarkshire is that they have a good quality of life which is free from poverty, fear, ill-health and isolation.

Core Purpose

Voice of Experience Forum believes that older people should be treated with respect, integrity, kindness and compassion and have a right to make decisions for themselves.

Our core purpose is to represent and champion older people in North Lanarkshire. We aim to achieve this by: -

1. Ensuring we deliver relevant and up-to-date information to older people so they are informed of what's emerging, or are aware of issues which affect them.
2. Listening to communities and gathering their views on important topics and issues.
3. Using older people's views to influence and improve service planning and provision. We aim to present their views effectively at the right decision-making tables.
4. Working with other community and voluntary organisations to promote older people's welfare and safety, and to help them stay actively engaged in community life.

Outcomes

1. There is an effective two-way communication between communities and the Forum.
2. To influence and improve service planning through robust representation and participation in decisions affecting older people.
3. To work in partnership with other statutory and voluntary organisations to promote the welfare, safety and integration of older people.

Who is Voice of Experience Forum?

Trustees

The Voice of Experience Forum is governed by a board of Trustees who are volunteer representatives from across North Lanarkshire.

The board of Trustees are responsible for setting strategic direction, ensuring strong and robust governance arrangements are in place; that the organisation is operating legally and complies with due legal process, expectations under charity law and regulations (OSCR).

They would further ensure that robust financial processes are in place; As such they may be assisted in this by professional advisors such as accountants and lawyers.

Trustees will have a clear commitment to the ethos and outcomes of VOEF.

<u>Position</u>	<u>Key Attribute</u>	<u>Time</u>	<u>Current Holder</u>
1. Chair	As well as the general key attributes to be a trustee the Chair should have good leadership skills and the ability to be the face of VoEF	2 days/ month	Maria Donovan MBE JP
2. Vice Chair	As Above	1 day/ month	Vacant
3. Treasurer	Finance experience/ Leadership.	2 days/ month	Carris Marshall
4. Secretary	As well as the general key attributes to be a trustee the Secretary should have good organisational skills	1 day/ month	Deanna Arthur
5. Trustee – Community Representatives (12, comprising 8 plus 4 office bearer roles above)	Trustees must have a commitment to the vision of VoEF, a willingness to devote the necessary time and effort, integrity, strategic vision, good, independent judgement, an ability to think creatively, an understanding and acceptance of the legal duties, responsibilities and liabilities of being a trustee, They will represent a key geography or themed group. Have knowledge on the issues impacting older people, have interest or experience in community activism. They should have networks within their community with good organisational and communications skills.	1 day/ month	Joy Codona David White Elizabeth Bole Norman Lancaster
6. Council Monitoring Officer	Monitoring of fundraising	1 day per quarter	Lynn Brennan

Staff

Responsible for the day to running of the organisation, delivery of the purposes and outcomes are:



Hosted Post

Partnership for Change

Development Worker to establish robust structures and mechanisms to support meaningful community consultation, engagement, involvement, participation and representation within the governance of Health and Social Care North Lanarkshire; ensuring that all 6 key localities and all the core care groups across North Lanarkshire are reached.

Members

One key purpose of the Forum is to represent the issues affecting older people in the North Lanarkshire area so that older people could have a greater level of influence in the community and, in particular in the planning of services that affect them.

VoEF have a membership structure that is open to individuals, community groups and organisation's in North Lanarkshire. The membership of VoEF is able to influence the organisations priorities and focus of work and participate in decision making.

Having a membership structure and strategy, keeps the issues, VoEF is involved in relevant to the age group it represents. In addition, having a significant number of members lends more credibility to the forum as representative of older people.

While membership is not essential to participate in the activities of the Forum, it is beneficial as the information will be sent directly to the member. This will then allow the members to be kept up to date with the work of VoEF and other relevant issues affecting older people in North Lanarkshire.

Membership of VoEF is free and is registered on completion of an application form which is retained on file.

Partners

VoEF works in partnership with organisations from the voluntary and statutory sector. This ensures that we are informed about the issues impacting on older people, ensuring we provide an effective service.

The following is a sample of our partners and the organisations we work with. The list is not exhaustive and will continue to grow and adapt as services and communities change



Context

Older Population 2017¹

- In 2017, there were 57,255 people in North Lanarkshire aged 65 or over, around 17% of the total population.

Projected Population - Older People in North Lanarkshire from 2016 to 2041²

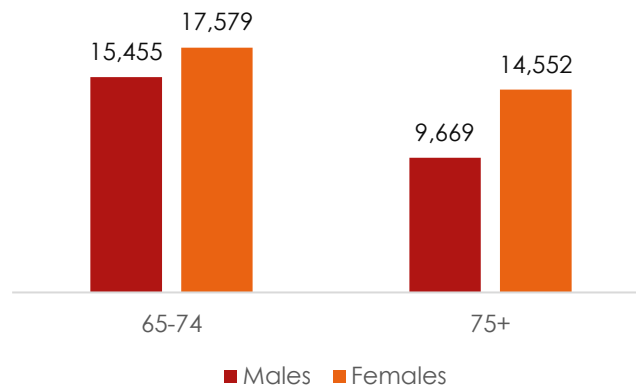
- The population aged 65+ is expected to increase by 28,700 or 51%, if we break this down by age groups; those aged 65-74 are expected to increase by 8,900 or 27% and those aged 75+ are expected to increase by 19,800 or 83%.

Gender Change

In 2017, of the aged 65 or older population, 44% were male and 56% were female. It is expected that by the year 2041 this gender balance will increase marginally to 45% male and 55% female.

For those aged 75 or over, the gender balance in 2017 is 40% male to 60% female and expected to change to 44% males and 56% females.

The Number of People in Older Age Groups 2017



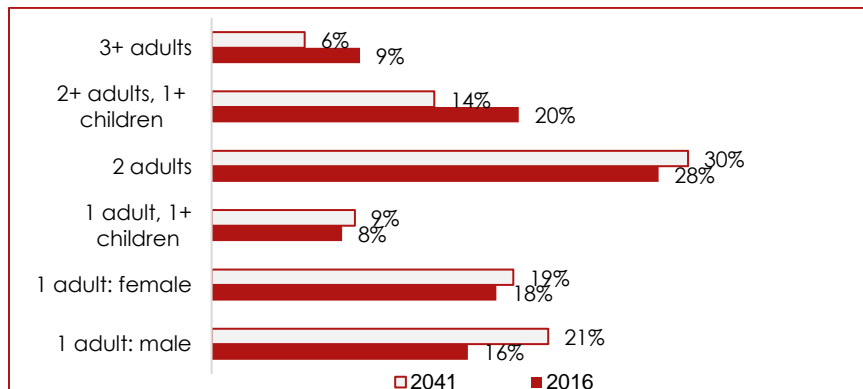
¹ <https://www.northlanarkshire.gov.uk/index.aspx?articleid=9059>

² <https://www.northlanarkshire.gov.uk/index.aspx?articleid=9050>

Household Change³

The number of households in North Lanarkshire is projected to increase from 150,360 in 2016 to around 164,320 in 2041, an increase of around 9%.

Proportion of Households by Household Type 2016 and 2041



Households⁴ with:

- A single male aged over 65 are projected to increase by 4, 675 in the years from 2016-2041, an increase of 75%.
- A single female aged over 65 are projected to increase by 3,076 or 23% in the same period.

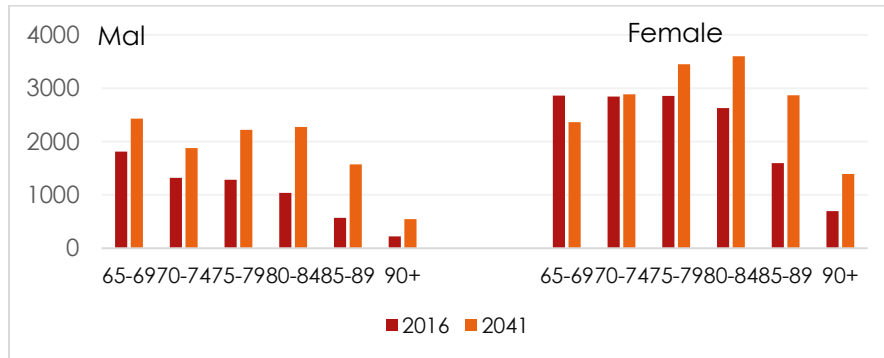
	2016	2041	Increase	
			Number	%
Males	6,250	10,925	4,675	75%
Females	13,487	16,563	3,076	23%
Total	19,737	27,488	7,751	39%

The graph below shows the anticipated increases in the number of older single adult households. These projections were issued before the recent stagnation in life expectancy, where male life expectancy in North Lanarkshire was improving at a higher rate than female life expectancy.

³ <https://www.northlanarkshire.gov.uk/index.aspx?articleid=25922>

⁴ <https://www.northlanarkshire.gov.uk/CHttpHandler.ashx?id=22139&p=0>

Projected Household Change 2016-41 – older, single person households



Poverty

In 2015, 9% of people aged 60 and over claimed Pension Credit⁵, this compares to 6% nationally. However within North Lanarkshire the rate ranged from 2.5% in Ladywell to 15.5% in Bellshill Central.

It is estimated that 50,000 households in North Lanarkshire are in fuel poverty. Households most at risk are single-person (**24,000**) and older persons (**20,000**); however, households where a member has a disability or a long-term illness are at risk too.

In 2012, 22.6% of people aged 65+ were in receipt of Attendance Allowance compared to 17.5% nationally.

Cultural Diversity

The 2011 census showed that just over 10,000 people in North Lanarkshire spoke a language at home that was not English, a further 2,000 spoke Gaelic or Scots at home. Around 830 people used British Sign Language at home.

In 2017 in North Lanarkshire schools there were around 85 languages spoken by pupils in addition to English, Scots or Gaelic. The largest language groups are Polish, Punjabi, Urdu, French and other European languages.

⁵ <https://www.northlanarkshire.gov.uk/index.aspx?articleid=8881>

Internet Use

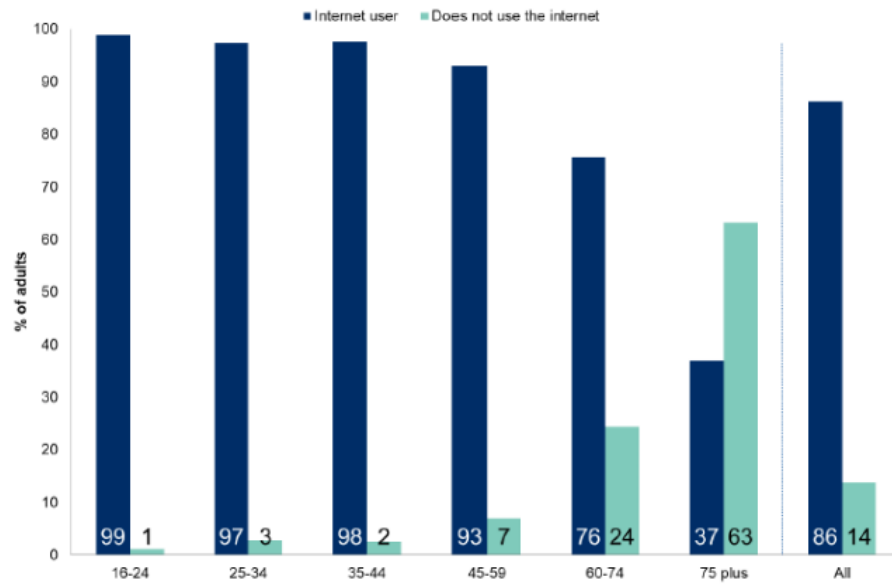
The 2017 Scottish Household Survey (SHS) estimated around 79% of North Lanarkshire households have access to the internet. Most people in North Lanarkshire access the internet in their own home (95%) as well as in other people's homes (17%), in work (31%), and on mobile devices (55%).

The table below from the SHS shows the reasons people gave for accessing the internet.

North Lanarkshire Council	All
Send and receive e-mails	84
Make telephone/video calls over the internet	54
Use social media	66
Search for information	85
Play or download games, films or music	57
Buy goods or services	76
Create websites or blogs	9
Look for/apply for jobs	40
Internet banking	61
None of these	1
<i>Base(people asked)</i>	<i>100</i>

The graph below from the SHS shows for Scotland internet use by age the internet compared to 99% of those aged 18-24 and 86% of all adults.

Figure 7.7: Use of internet by age 2017 data, Adults (minimum base: 300)



Strategies and Policies Directing Work of VoEF

The work of VoEF is influenced by strategies and policies which directly or indirectly impact on older people at both a local and national level.

The following list of current legislation is not exhaustive and VoEF strives to keep up to date with new relevant policies to help shape them and deliver our work in accordance with them.

We will respond and adapt as appropriate

National Health and Wellbeing Outcomes are the high-level statements of what health and social care partners hope to achieve through integration and quality improvement.	
People are able to look after and improve their own health and wellbeing and live in good health for longer	
People, including those with disabilities or long-term conditions or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community	
People who use health and social care services have positive experiences of those services, and have their dignity respected	
Health and social care services are centered on helping to maintain or improve the quality of life of people who use those services	
Health and social care services contribute to reducing health inequalities	
People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing	
People using health and social care services are safe from harm	
People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide	
Resources are used effectively and efficiently in the provision of health and social care services	

Public Bodies (Joint Working) (Scotland) Act 2014	This act sets the framework for integrating adult health and social care, to ensure a consistent provision of quality, sustainable care services. Integration is the Scottish Government programme of reform to improve care and support for those who use health and social care services and supports. Integration aims to improve people's lives, by ensuring better care and support are available for people who live with long term conditions and disabilities, many of whom are older people. It aims to ensure that services and support are provided in a seamless and co-ordinated way.
Health & Social Care North Lanarkshire-Strategic Commissioning Plan	In implementing the Public Bodies (Joint Working) (Scotland) Act 2014 , North Lanarkshire Joint Integration Board has responsibility for planning, commissioning and overseeing the delivery of community health and social care services. This will primarily be delivered by North Lanarkshire Council and NHS Lanarkshire working together to integrate services and supports to improve outcomes for people in North Lanarkshire. The Strategic Commissioning outlines the ambitions of this program and how the National Outcomes will be achieved.

<p>NHS Lanarkshire- Achieving Excellence</p>	<p>This Lanarkshire wide strategy includes a vision for a healthcare system that is safe, effective, person centered and sustainable. The strategy analyses local needs and states that “with appropriate use of health and care services, we can ensure that patients are able to stay health at home or in a community setting as long as possible with hospital admission only occurring where appropriate. The strategy supports integration of health and social care and has a focus on prevention, anticipation and supported self- management.</p>
<p>Scotland’s National Dementia Strategy 2017-2020</p>	<p>The dementia strategy includes 21 commitments to improve the lives of people with dementia and those who care for them in Scotland. These commitments relate to the various stages of the journey from diagnosis, post diagnostic support, care co-ordination during the middle stage and end of life and palliative care. The strategy recognises the importance of a person centered and flexible approach to providing support at all stages of the journey.</p>
<p>Connecting People & Support</p>	<p>This is about how allied health professionals in Scotland can improve their support for people with dementia.</p>
<p>Scotland’s Mental Health Strategy 2017-2027</p>	<p>The purpose of this strategy is to build on previous policy and research and focuses on a series of actions to achieve: prevention and early intervention, accessible services, physical wellbeing of people with mental health problems, rights, information use and planning.</p>
<p>Lanarkshire Mental Health Strategy</p>	<p>Being developed for publication in 2019. It will develop from evaluation of existing services and supports, views from stakeholders and will set out future requirements, the models of health care and support and how outcomes will be improved for people in Lanarkshire with mental health problems and their carers.</p>
<p>North Lanarkshire Local Housing Strategy 2016-21</p>	<p>The strategic vision and priorities for housing related services across North Lanarkshire. It is informed though a range of evidence sources including work on meeting the housing and related support needs of older people. In 2019 North Lanarkshire Council published plans from the review of sheltered housing, reclassifying sheltered housing into three main groups and improving assessment to help provide the most appropriate care and support for people to continue living independently.</p>
<p>North Lanarkshire Strategy for Carers 2013-2018</p>	<p>This is currently being revised and will build on previous strategies, knowledge and involvement of carer representatives and carer organisations. Carers have informed the current strategy highlighting the most important things in supporting them to maintain their caring role as being information, direct support and respite or short breaks. Early intervention is also important in preventing or delaying crisis intervention. The revision will include how the requirements of the Carers (Scotland) Act 2015 will be met in North Lanarkshire.</p>
<p>Fairer Scotland for Older People: Framework for Action</p>	<p>The Scottish Government, in consultation with older people’s groups, developed this new framework to challenge the inequalities older people face as they age and to celebrate older people in Scotland. It aims to aid understanding of the issues and how government policies can work together to the benefit of all older people. It sets a direction of travel in which the Government and partners across sectors can begin to develop action that will make real differences to older people’s lives, now and in the future.</p>

Operational Delivery

Voice of Experience Forum aims to deliver a high-quality service and will work in accordance with the following values in our work, how we engage with colleagues, partners, members and any one we come in contact with during the course of the day to day delivery of the service.

- Respectfully
- Be Helpful and supportive
- Act with integrity and professionalism
- Positively challenging: to get the best from everyone
- Friendly, approachable and make people feel comfortable
- Make people feel valued
- Be forward-thinking, open and progressive

Outcomes

VoEF will meet our vision for older people, and for the organisation, by adhering to the outcomes set out in the introduction as follows:

1. There is effective two-way communication between communities and the Forum

This will be achieved through the following activities:

- By developing our membership strategy and membership base to reach a wider audience including increasing membership
- Quarterly planning of events and activities
 - I. Consultation events across North Lanarkshire
 - II. Targeted Awareness Raising Activities on ongoing issues: Health and Well-being, Fuel Poverty, Bogus callers, Adult Protection, Entitlements including winter fuel allowances, bus passes and other welfare benefits.
 - III. Presentations to groups
- Quarterly Newsletters
- Regular updates on social media

2. To influence and improve service planning through robust representation and participation in decisions affecting older people

This outcome will be achieved through the following activities:

- Attendance at Adult Protection Committee Service Users & Carers
- Attendance at Community Solutions meetings
- Attendance at NL Wide Consortium
- Representation at relevant national events
- Being aware of national & local issues
- Represent older people's views to decision-makers, members and wider audiences

3. To work in partnership with other statutory and voluntary organisations to promote the welfare, safety and integration of older people.

This outcome will be achieved through the following activities:

- Representation at Consortiums, Community Councils and Forums
- Engage in structures and processes that enable organisations and membership to contribute and influence the direction and planning of services and raise issues relating to older people
- Sharing of relevant information
- Inviting relevant partners to attend/host stalls at VoEF events

Conclusion

The aim of this document is to act as a guide for the strategic direction of the organisation but should not limit the scope of the organisation to adapt to challenges and develop new work streams in response to changes in policy both locally and nationally.